

**This KM explains different problems an ICBS user might encounter with the ICBS to ROSS interface.**

## **Helpdesk Solution**

ICBS sends messages to ROSS in order to create, update, or delete Supply/NFES catalog items. The request message is processed within ROSS and a response message sent to ICBS. When ICBS encounters an error within the response message, the Interagency Helpdesk is contacted.

Questions to ask when a call comes in from ICBS:

- Are all operations failing, or only specific messages? If all operations are failing, there is likely a communication issue between the ROSS and ICBS systems and/or between the various architectural components. Escalate to ROSS SME immediately. Gather information about at least one failed operation including:
  - Distribution ID
  - Message Name
  - Catalog item
  - Catalog item code
  - Date and time of last successfully processed message
  - Date and time the problem was first noticed
  - Details of any recent changes to ICBS code or configuration
  - Fault Information
- Was there a viewable error(s) within the ICBS application? Direct the ICBS users to view the ICBS Alert Queue, an error tracking module within their application.
  - If yes, the ICBS user should provide the complete error or a screen shot of the error from the ICBS system.
  - If no, have the ICBS user describe where the error detail was found (ex. IS Server logs) and provide the complete error or screen shot of error. If no error detail is given, what makes the user think there is an issue?
- General information for troubleshooting an application error in which a negative response is received:
  - Header Section > Queue-NWCG\_NEGATIVE RESPONSE: The ICBS message was received by ROSS, and a negative response was returned to ICBS after ROSS attempts to process the message.
  - References pane > CatalogItemName: The name of the Supply/NFES catalog item referenced by the message.

- References pane > CatalogType: This should always have a value of NWCG in the message. Any other value will cause a failure.
- References pane > Description: Details the cause of the failure.
- References pane > Return Code: A return code of -1 indicates the operation failed; while a return code of 0 indicates the operation was successful. ICBS should only be reporting issues on operations with a return code of -1.
- References pane > SOAP-MESSAGE: This is the response message sent from ROSS to ICBS.
- References pane > Severity: Possible values are Information, Warning, or Error. ICBS normally reports messages with a severity of Error, indicating a message failure.
- References pane > Code: Use this code to look up the message code error in the troubleshooting tables below.

### Troubleshooting Tables

Look at the 'condition' that was the cause of the error and research the ROSS catalogs (including removed bin) to determine what created the issue.

These errors may display when ICBS sends a new Catalog Item (CreateCatalogItem):

Condition	Description	Message Code	Return Code
Request message does not conform to the xml specification (missing required field, invalid format for a field, etc).	The message text contains the attribute within the message that does not conform, and a description of the problem. <b>NOTE:</b> Any messages which fail this type of validation are returned in a MessageAcknowledgement message, and not a standard Response Type message		-1
An active catalog item is found in ROSS with the name provided in NFES Catalog Item Name.	This Catalog Item name is already being used in the system. Catalog Item names must be unique.	GENRL99999	-1

Condition	Description	Message Code	Return Code
An active catalog item is found in ROSS with the code provided in NFES Catalog Item Code.	The Mnemonic/NFES Code must be unique.	GENRL99999	-1
A removed catalog item is found in ROSS with the name provided in NFES Catalog Item Name, but the item exists in a category that is NOT the NFES Supplies.	Catalog item <CatalogItemName> already exists in ROSS.	CATLG10005	-1
A removed catalog item is found in ROSS with the code provided in NFES Catalog Item Code, but the item exists in a category that is NOT the NFES Supplies.	Catalog item <CatalogItemCode> already exists in ROSS.	CATLG10005	-1
A removed catalog item is found in ROSS with the name provided in NFES Catalog Item Name and the item is in NFES Supplies; but the code does not match the NFES Catalog Item Code sent in the message.	Catalog item <CatalogItemName> already exists in ROSS with code <existing code>.	CATLG10006	-1
A removed catalog item is found in ROSS with the code provided in NFES Catalog Item Code and the item is in NFES Supplies, but the name does not match the NFES Catalog Item Name sent in the message.	Catalog item <CatalogItemCode> already exists in ROSS with name <existing name>.	CATLG10007	-1

Condition	Description	Message Code	Return Code
The value provided for Unit of Issue does not translate to a value in ROSS.	Unit of Issue <UnitOfIssue> not found in ROSS.	CATLG10004	-1
The NFES Supplies category requires a code and no code is provided in the message.	A Mnemonic/NFES Code is required for this catalog category.	GENRL99999	-1

These errors may display when ICBS updates a catalog item (UpdateCatalogItem):

Condition	Description	Message Code	Return Code
Request message does not conform to the xml specification (missing required field, invalid format for a field, etc).	The message text contains the attribute within the message that does not conform, and a description of the problem. <b>NOTE:</b> Any messages which fail this type of validation are returned in a MessageAcknowledgement message, and not a standard Response Type message.		-1
No active catalog item is found in ROSS with the name provided in NFES Catalog Item Name or the code provided in NFES Catalog Item Code.	Catalog item <CatalogItemName or CatalogItemCode> was not found in ROSS.	CATLG10008	-1
An active catalog item is found in ROSS with the name provided in NFES Catalog Item Name or the code provided in NFES Catalog Item Code, but the item is not in the NFES Supplies category.	Catalog item <CatalogItemName or CatalogItemCode> cannot be updated because it is not owned by <SystemType> <SystemID>.	CATLG10009	-1
A catalog item (active or removed) is found in ROSS with the name provided in NFES Catalog Item Name	This Catalog Item name is already being used in the system. Catalog Item names must be unique.	GENRL99999	-1
A catalog item (active or removed) is found in ROSS with the code	The Mnemonic/NFES Code must be unique.	GENRL99999	-1

Condition	Description	Message Code	Return Code
provided in NFES Catalog Item Code.			
The value provided for Unit Of Issue does not translate to a value in ROSS.	Unit of Issue <UnitOfIssue> not found in ROSS.	CATLG10004	-1
The NFES Supplies category requires a code and the NFES Catalog Item Code is being removed.	A Mnemonic/NFES Code is required for this catalog category.	GENRL99999	-1
The field for the NFES Catalog Item Name to be updated is provided, but with no value.	Required field missing or empty [CatalogItemKey/ CatalogItemName]	GENRL00405	-1
The field for the NFES Catalog Item Code to be updated is provided, but with no value.	Required field missing or empty [CatalogItemKey/ CatalogItemCode]	GENRL00405	-1

These errors may display when ICBS deletes a catalog item (DeleteCatalogItem):

Condition	Description	Message Code	Return Code
Request message does not conform to the xml specification (missing required field, invalid format for a field, etc).	<p>The message text contains the attribute within the message that does not conform, and a description of the problem.</p> <p><b>NOTE:</b> Any messages which fail this type of validation are returned in a MessageAcknowledgement message, and not a standard Response Type message</p>		-1

Condition	Description	Message Code	Return Code
No active catalog item is found in ROSS with the name provided in NFES Catalog Item Name or the code provided in NFES Catalog Item Code within the Supply/NFES catalog.	Catalog item <CatalogItemName or CatalogItemCode> was not found in ROSS.	CATLG10008	-1
The field for the NFES Catalog Item Name to be deleted is provided, but with no value.	Required field missing or empty [CatalogItemKey/ CatalogItemName]	GENRL00405	-1
The field for the NFES Catalog Item Code to be deleted is provided, but with no value.	Required field missing or empty [CatalogItemKey/ CatalogItemCode]	GENRL00405	-1

### Known Issues

Some of the items maintained via the ICBS system are currently tracked in ROSS via the Equipment Catalog within the Meteorological or Telecommunications categories (e.g. RAWS Kit and ICS Starter System). Therefore, any attempt by ICBS to modify these items fails. These failures are considered acceptable, and the ROSS SME may update the item in the Equipment Catalog as needed based on values from ICBS.

### Suggested Severity Rankings

**NOTE:** Ticket severity is determined by the on call ROSS SME.

- Critical = High fire activity and ICBS / ROSS interface is not working.
- High = Fire activity is not an issue and ICBS / ROSS interface is not working.
- Medium = Response messages have specific errors that need to be resolved in order to keep the ROSS and ICBS Catalogs in sync.
- Low = Reporting a problem that occurred and has resolved itself.

Reviewed 1/14/2014 jbilliard