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AdjustmentHub™

Release 3

Troubleshooting Guide

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1 Introduction

This Troubleshooting Guide describes various problem scenarios that a dispute analyst may encounter when running the AdjustmentHub Release 3 application, and how the system support staff may:

- Determine the cause of the problem
- Remedy the situation

Note that both problem determination and the associated remedy will be very specific to an enterprise implementation.

Installation-specific parameters such as ports, protocols a data transmission methods related to various interfaces are included as appendices to this manual, on a customer by customer basis.

2 Application related issues

2.1 Dispute Processing

These issues are directly related to how the application behaves on the analyst workstation and may be caused by application-specific configuration problems or application defects.

2.1.1 Analyst queue not filling correctly

The queuing system works on the basis of SQL statements generating lists of cases (parents) or case items (children) from Workload Resources (filters) defined in the system.

1. The analyst queue fills with cases/items that do not belong to the chosen filter
2. The filters assigned to an analyst are not correct

Remedies:

1. Ensure that the filter resources are properly defined
2. Modify the assignments of various analysts to the correct filters

2.1.2 Item status queries do not provide the expected data sets

The query system works on the basis of SQL statements generating lists of cases (parents) or case items (children) from the AdjustmentHub case database. The SQL parameters are constructed on the basis of the status parameter data input and/or the status options selected.

Remedies:

1. Compare record sets returned to SQL Server Studio queries run against the Cases and Caseitems tables
2. Ensure that the parameters entered in the regular and extended parameter screens are what you intended.
3. Ensure that no extraneous parameter values remain in the parameter screens

2.1.3 Note records not being sent to enterprise system

Case notes that are marked as Public will be transmitted over the web services interfaces and other enterprise-connected systems as configured.

Remedies:

1. Ensure that the appropriate notes are marked as Public since private notes will not be sent

2. Ensure that the enterprise system connection is active and allows for data to be transmitted and received

2.1.4 Parent/child cases not being constructed correctly

Parent cases are created

- On the basis of the Primary account number (PAN) forming the basis for the case, when this is an issuer claims
- On the basis of the Terminal Id when this is an acquirer claim

Remedies:

If parent/child cases are not created and grouped correctly then:

1. For manual claims, ensure that the PAN remains the same as children are created; when the PAN changes, a new parent is created even if you return to the earlier PAN later in the session
2. For web services cases, ensure that the interface uses the batch method and that the PANs are identical across the batch of transaction identified
3. For file imports, ensure that the input source is sorted in PAN order

2.1.5 Workflow timers do not seem to expire correctly

The daily timers (elapsed and business day timers) are evaluated in batch jobs every night and updated accordingly.

Remedies:

1. Ensure that the scheduled jobs for day timers are scheduled correctly

2.1.6 Business day calculations are not correct

Business days are identified by AdjustmentHub by comparing Today with entries in the Holidays table in the database – weekend days and days included in the Holidays table are NOT considered business days.

Remedies:

1. Ensure that the Holidays table is correctly configured for the holidays in the current year that you want to exclude from business days (it is not necessary to include weekend days)
2. A daily batch job runs every night as a scheduled job to mark Today as a business day – make sure that this job runs successfully

2.2 Transaction data

AdjustmentHub can connect to various transaction sources for research purposes and auto-fill of values in new cases. These sources must be available and proper data being available for retrieval.

2.2.1 TRN warehouse data not being received from PaymentManager

AdjustmentHub connects to PaymentManager transaction warehouse data using a web services interface. It requires the use of a Data Summary query to search for transactions in the appropriate date range and card number specified, followed by a Detail query on a specific record in the summary data set.

Remedies:

1. Ensure that the web services interface to PaymentManager is available
2. Ensure that the PaymentManager data warehouse is actually available
3. Ensure that data matching the requests actually exists in the PaymentManager data warehouse

2.2.2 TRN warehouse data not being received from Postilion Office

AdjustmentHub connects to Postilion Office transaction warehouse data using stored procedures resident in the Office database.

Remedies:

1. Ensure that the stored procedures required in Office are available
2. Ensure that the Office data warehouse is actually available
3. Ensure that data matching the requests actually exists in the Office data warehouse

2.2.3 TRN warehouse data not being received from enterprise storage

AdjustmentHub typically connects to enterprise storage transaction warehouse data using linked servers and stored procedures resident in the enterprise transaction database.

Remedies:

1. Ensure that the stored procedures required in the data warehouse are available
2. Ensure that the data warehouse is actually available and that the linked servers are still defined properly
3. Ensure that data matching the requests actually exists in the data warehouse

2.3 Financials re cardholders and networks

2.3.1 Internal financials not going to enterprise posting system

AdjustmentHub generates financial records using either files or online messages transmitted over some specific method, such as calling a stored procedure or invoking a web method.

Remedies:

1. Ensure that the target financial system is available to receive messages via the described method
2. Ensure that the data elements required to send a financial message is actually available to the case item in question

2.3.2 Internal financials from enterprise posting system not displaying

AdjustmentHub displays financial records created under the FIN tab. These records are either created as internal records and can be displayed directly, or sent to an online financial posting for processing – in the latter case AdjustmentHub must access the external system to obtain actual financial records that have been posted.

Remedies:

1. Ensure that access to the online posting system's database is granted and active
2. Ensure that the posting database is available
3. Ensure that queries are actually being generated to obtain the data and display it

2.3.3 Financial adjustments not showing up in the ACH posting process

When AdjustmentHub generates internal financial records, it is stored in the AdjTran table from where a scheduled job will either generate an outgoing file or some enterprise process-selects records from AdjTran and sends them to the posting system.

Remedies:

1. Ensure that financial records are actually available to be sent
2. Ensure that the output file generation or database extract actually occurred
3. Verify the data contents of the data transmitted since the data may not be process-able due to data errors or data elements not existing in the ACH process, for example, a card bin may not have appropriate account numbers assigned

2.3.4 "Hogan" calls not working – various functions

"Hogan" calls refer to the accessing of various enterprise functions for cardholder-related data such as name and address, transaction information, balances, deposit images and so on.

Remedies:

1. Ensure that the calls are actually being generated by AdjustmentHub
2. Ensure that the appropriate parameters are entered prior to the call being made
3. Ensure that the data requested actually exists in the host system
4. Ensure that the host access system is available

2.3.5 Financial network records not coming from Postilion Office

When online network adjustment messages (from Visa SMS and Mastercard MDS) are received, or network transactions arrive from files (Visa Base II and Mastercard IPM) these are presented to AdjustmentHub in specific Office database tables from where they are extracted and used to create new disputes or matched against existing disputes.

Remedies:

1. Ensure that network messages are expected and have been delivered via files and/or online messages to Postilion
2. Ensure that the Postilion adjustment plug-in is available and activated
3. Ensure that AdjustmentHub's timed data extractor job is running and that data is being transmitted from Office
4. Ensure that the extracted data actually reaches AdjustmentHub and is being processed

2.3.6 Financial network records not being sent to Postilion Office

AdjustmentHub delivers financial records to Postilion into common database tables. These must be delivered by AdjustmentHub and extracted by Postilion to take effect.

Remedies:

1. Ensure that AdjustmentHub has created the records correctly
2. Ensure that the records have been sent
3. Ensure that Postilion has extracted the records correctly

2.3.7 Financial network records not coming from PaymentManager CTS

The PaymentManager CTS interface for receiving chargebacks, representments and adjustments from network files or online transactions and sending them to AdjustmentHub, is based on an online MQ Series queuing system.

Remedies:

1. Ensure that the MQ interface is configured, started and is actually running and delivering data
2. Ensure that AdjustmentHub receives and correctly parses incoming MQ messages
3. Ensure that there are network records that should in fact have been sent to AdjustmentHub

2.3.8 Financial network records not being sent to PaymentManager CTS

The PaymentManager CTS interface for receiving chargebacks, representments and adjustments, and sending these on to specific networks in files or online transactions, is based on the web services protocol.

Remedies:

1. Ensure that the CTS web services interface is available and ready to accept input
2. Ensure that AdjustmentHub's workflow engine correctly configures the XML data streams and sends transactions to CTS

2.4 Letters, forms and images

2.4.1 Forms not being added to a bundle

Form templates are stored as TIFF files on disk storage or enterprise image servers such as FileNet. Typically there are two reasons for this failing

1. The form has accidentally been deleted
2. The form storage mechanism is not available

Remedies:

1. Check the forms template library to see if the form you are selecting is actually there. Re-instate the form if it is not found.
2. Check the availability of the disk subsystem.

2.4.2 Scanned/imported/faxed image files not being processed correctly

There can be many problems related to scanned images, coming from a variety of sources:

1. The file being uploaded does not contain the images you expect
2. The images have been barcoded and are not being recognized
3. The import file is not in the right format

Remedies:

1. Check the input file for correct content. The scanner may have jammed, the incoming fax machine may have bundled certain pages. Delete the wrongly processed images, correct the input file/source and re-submit.
2. Barcode recognition requires "good" barcodes of appropriate quality. Check to see if the input images in fact contain barcodes – in particular, check to see if the fax incoming images are of very bad quality. If this problem persists you may need to increase the size of the barcode on the template forms.
3. The input file needs to be B&W Group 3 or 4 TIFF format.

2.4.3 Forms not getting correct values during substitution

The form templates can define variables ("bookmarks") in the form itself where database values will be inserted when the form is invoked.

Remedies:

1. Ensure that correct variables are defined in square brackets and named according to the appropriate column names in the AdjustmentHub database
2. Ensure that the variables are placed in the appropriate place in the form

2.4.4 No forms or images are visible on an analyst workstation

There are three reasons for images, stored and processed as B&W TIFF files, not being visible:

1. The image/form is not accessible to the system
2. The image viewer cannot be started
3. The images are in the wrong format

Remedies:

1. Images are stored on local disks or some enterprise image storage system such as FileNet – check to see if the connection to these technologies is open and accessible.

2. Images are viewed using the Alternatiff image viewer. In order for Alternatiff to be accessible it must be installed on the analyst workstation as an OCX control AND it must be associated with the TIFF file extension. Check to see if the viewer is available by clicking on the image and "Open with" IE Explorer. If this fails the re-install and/or re-register the viewer software (see www.alternatiff.com).

3. If incorrect images (jpeg or other formats) or color faxes have somehow been imported into the system, then these will not be viewable under the Alternatiff image viewer.

2.5 Reports

2.5.1 Selected report does not execute

Reports are defined using the Report Maintenance GUI function. The report definition contains entries for the XML descriptor file, the stored procedure and the report parameters.

Remedies:

1. Ensure that the report definitions are correct

2. Ensure that the named stored procedure is actually in the database

3. Ensure that the named XML file is actually on the application server (particularly important when the production environment contains many application servers, for example in an Websphere environment)

4. Ensure that the named stored procedure and named XML files are supposed to execute together

2.5.2 Report does show in the workstation

The output result from a report run is an MS-Excel formatted report file. This file will be downloaded to the analyst's workstation upon completion.

Remedies:

1. Ensure that MS-Excel is installed on the workstation, or

2. Ensure that IE Explorer has the correct plug-in installed for the display of Excel files.

2.5.3 Report does not show expected results

An AdjustmentHub report is based on an XML descriptor file which, when combined with output data sets produced by a stored procedure, defines data layouts, totals, breaks, averages etc.

Remedies:

1. Ensure that the stored procedure attached to the report is correct and actually generates the correct data when run with appropriate parameters
2. Ensure that the correct parameters were input when the report was run
3. Ensure that the correct XML file is attached to the report definition
4. Check that the Excel template file (which actually generates the XML file) is defined correctly
5. Ensure that the database contains the data that you expect the report to extract and summarize

2.5.4 Report file does not download

The output result from a report run is an MS-Excel formatted report file. This file will be downloaded to the analyst's workstation upon completion.

Remedies:

1. Check to see if the report is actually being generated. It is always stored on some disk device first, prior to downloading, either on the AdjustmentHub application server or on some imaging system, such as Filenet.
2. Verify that your workstation is actually configured to download files from the appropriate server. This can be ascertained in the IE Browser settings (Security/Local Intranet/Sites and specifying the server IP address or server name)

3 Infra-structure related issues

AdjustmentHub is always connected to a significant number of enterprise systems and technology infrastructures, such as:

- Single-sign on systems such as Tivoli Access Manager
- File inputs and outputs
- Email systems
- Network and enterprise imaging systems
- Fax Server systems
- Web services sources for transaction information
- Other technologies such as accessing G/L and financial posting systems

These connections and the data streams transmitted across them, form an integral part of making AdjustmentHub succeed in doing its work effectively. If the connections fail, or if the data streams change, then the system will not run to its full efficiency.

3.1 Case imports

Case imports relate to AdjustmentHub's ability to bring in cases from external sources, such as call center systems, fraud systems, network files and general file imports. General processing includes:

- Creating new cases
- Updating existing cases when one already exists and matching can occur

3.1.1 Case files not being imported from enterprise sources

In some cases AdjustmentHub will receive case request files from various enterprise systems. AdjustmentHub will utilize these files to create cases and update existing cases.

Remedies:

1. Ensure that the file access mechanism (FTP or disk access) is valid and operational
2. Ensure that AdjustmentHub's scheduled pick-up job is running

3.1.2 Case files not being exported to external systems

AdjustmentHub can be configured to export case status information to external enterprise systems.

Remedies:

1. Ensure that the file access mechanism (FTP or disk access) is valid and operational
2. Ensure that AdjustmentHub's scheduled pick-up job is running

3.1.3 Network adjustment files not being imported

In some cases AdjustmentHub will receive financial transaction files from various EFT networks, either direct-from-network files or enterprise massaged file. Either way, AdjustmentHub will utilize these files to create cases and update existing cases.

Remedies:

1. Ensure that the file access mechanism (FTP or disk access) is valid and operational
2. Ensure that AdjustmentHub's scheduled pick-up job is running

3.1.4 Lotus Notes case forms not being received

Lotus Notes can be configured to transmit dispute forms, one at a time, to AdjustmentHub. These forms are then parsed and used to create new cases.

Remedies:

1. Ensure that Lotus Notes is configured to send forms to AdjustmentHub
2. Ensure that AdjustmentHub is configured to receive forms from Lotus Notes

3.1.5 Web service input cases not being imported and processed

AdjustmentHub can expose its web services interface to external system for creating new cases and status'ing existing cases.

Remedies:

1. Ensure that the web services interface is properly installed and functional
2. Ensure that the external system is actually attempting to transmit web services requests to AdjustmentHub
3. Ensure that the web services calls are properly structured

3.2 Forms

3.2.1 Forms not being retrieved from enterprise storage system

Form templates are stored on some disk device or image storage device such as FileNet.

Remedies:

1. Ensure that the form actually exists where it is supposed to be
2. Ensure that application server access has been granted to the storage location
3. Ensure that the analyst workstation requesting access to the form template has been enabled

3.3 Images

3.3.1 Images not being retrieved from enterprise storage system

Incoming images are stored on some disk device or image storage device such as FileNet.

Remedies:

1. Ensure that the image actually exists where it is supposed to be
2. Ensure that application server access has been granted to the storage location
3. Ensure that the analyst workstation requesting access has been enabled

3.3.2 Image bundles not being stored into enterprise storage system

Outgoing image bundles are created and stored on some disk device or image storage device such as FileNet, from where it is being sent to an output location named in the bundle method.

Remedies:

1. Ensure that the image bundle was actually created within the case item
2. Ensure that application server access has been granted to the storage location
3. Ensure that the analyst workstation generating the bundle has been granted access

3.3.3 Image bundles not being sent to MasterCOM

Image bundles are sent to the MasterCOM machine using FTP or saving the bundle to some disk location on the MasterCOM machine.

Remedies:

1. Ensure that the bundle created actually has an MCOM method selected
2. Ensure that FTP has been enabled and is pointing to the correct directory on the MasterCOM machine
3. Ensure that AdjustmentHub can save image bundles to the named MasterCOM shared disk location
4. If bundles are transmitted automatically using IPM control files ensure that the IPM files are accurate and contain sufficient information for matching by Mastercard (requires ARN number)

3.3.4 Image bundles not being received from MasterCOM

Incoming images from MasterCOM can be matched automatically to a case item for signature disputes and where the MasterCOM image interface has been installed and enabled. If not image interface is used then manual uploads to AdjustmentHub must occur for incoming images.

Remedies:

1. Ensure that AdjustmentHub's scheduled job (FTP or disk read) is enabled in order to pick up incoming MasterCOM images
2. Ensure that the IPM control files are correct and exist in the correct directory
3. Ensure that the case item has the ARN number assigned to it
4. Ensure that AdjustmentHub has appropriate read access to the MasterCOM machine

3.3.5 Image bundles not being sent to Visa VRO Bulk

Outgoing image bundled for Visa cases are queued and extracted on a regular job schedule for inclusion on the VRO Bulk output XML file.

Remedies:

1. Ensure that the bundle created actually has the Visa method selected
2. Ensure that the scheduled file extract job is actually scheduled and produces a Bulk file
3. Ensure that the case item has the ARN number assigned to it
4. Ensure that Visa VRO is available to receive Bulk file

5. Ensure that AdjustmentHub can transmit the Bulk file to the appropriate enterprise location for delivery to Visa VRO Bulk

3.3.6 Image bundles not being received from Visa VRO Bulk

Incoming images for Visa cases are received on incoming VRO Bulk files and selected for processing by AdjustmentHub on a regular scheduled job basis.

Remedies:

1. Ensure that AdjustmentHub's scheduled job (FTP or disk read) is enabled in order to pick up incoming Visa Bulk files
2. Ensure that the incoming Visa Bulk files are correct and exist in the correct directory
3. Ensure that the case item has the ARN number assigned to it for matching
4. Ensure that AdjustmentHub has appropriate read access to the Visa file location

3.4 Faxes

AdjustmentHub connects to digital fax servers through enterprise mail systems such as Lotus Notes and Microsoft Exchange. In this manner incoming faxes are delivered to AdjustmentHub as emails with TIFF attachments. Outgoing faxes are similarly delivered via the mail system as emails with TIFF attachments.

3.4.1 Incoming faxes not being displayed or attached to cases

Incoming faxes are delivered to AdjustmentHub in one of two ways:

1. Via direct POP3 connections to the mail server. The system connects to the mail server every x minutes and picks up all mail messages waiting
2. Via forwarded emails using SMTP to AdjustmentHub mail server

Remedies:

1. Ensure that the POP3 connection is active with correct userid and password. Ensure that the POP3 connection loop has been configured correctly and is active during the correct interval.
2. Ensure that the enterprise server has been configured to forward mail to the AdjustmentHub mail server. Ensure that the AdjustmentHub mail server is running.

3.4.2 Outgoing faxes not reaching destination

Outgoing faxes are sent as bundles from a case item and transmitted to digital fax servers via SMTP connections to some enterprise mail server system.

Remedies:

1. Ensure that the mail server system is available and accepts SMTP connections
2. Ensure that the appropriate SMTP sign-on procedures (id and password) have not been altered, for example, a password expiring
3. Ensure that the bundle when sent has the correct fax phone number
4. Some fax servers require the use of a 1 in front of long-distance phone numbers, others don't. Ensure that the phone number is entered correctly in your environment

3.4.3 Outgoing fax status is not returned

Outgoing fax status messages are returned to AdjustmentHub via data sheets provided by the specific fax server system in use. This data sheet is provided as an incoming email message from the fax server.

Remedies:

1. Ensure that AdjustmentHub has been configured with the correct status sheet data parser for the fax server system in use.
2. Ensure that incoming mail can still be received over the POP3 channel or being forwarded using SMTP
3. Ensure that the fax server is configured to generate a status data sheet for outgoing faxes

