

ERP Password Change

When

FXLoader Cloud Service stores a URL, username and password for the ERP it sends rates to, e.g. Oracle ERP Cloud, Oracle Sales Cloud.

If the password for this ERP user expires or is changed in the ERP, then the load will fail. FXLoader will retry the job several times, depending on the parameters set up in that particular Run. If all Retry attempts fail, the Run will end in 'ERROR'.

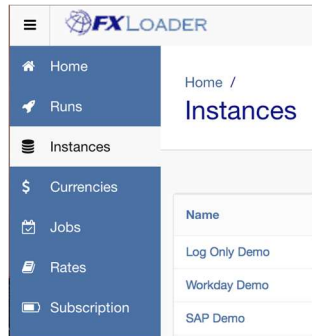
Steps To Fix

1. Enable User in the ERP

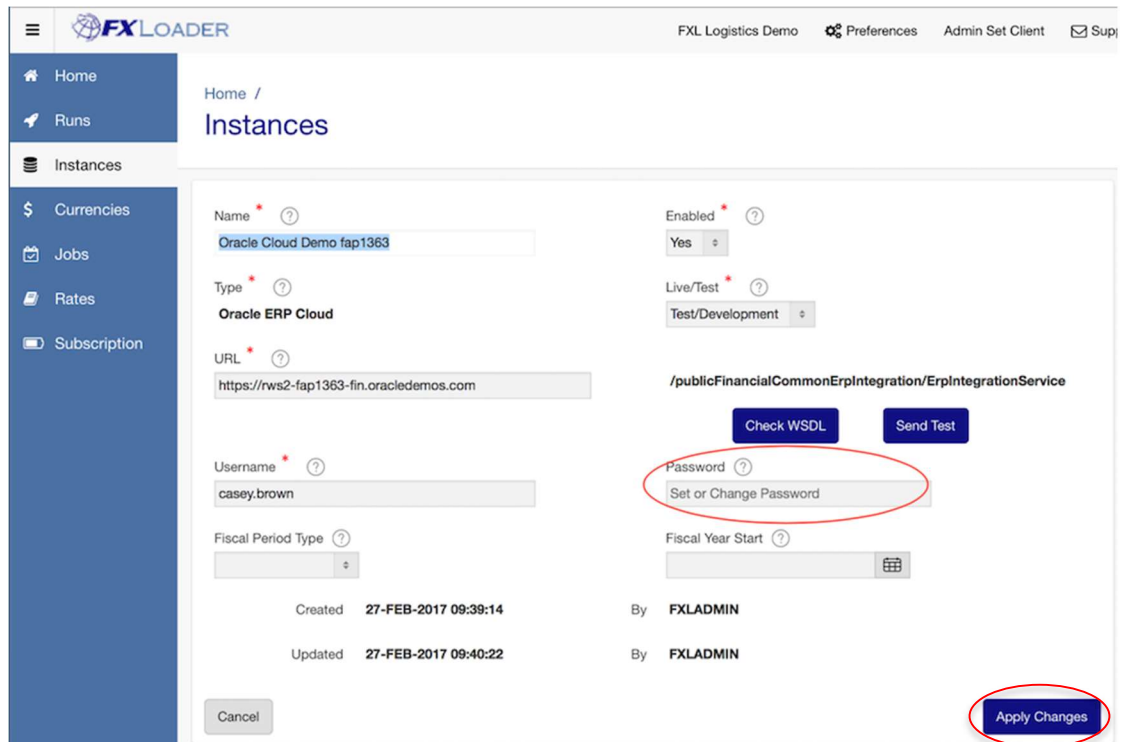
If the user has been disabled or the password has expired, you may need to take action in your ERP to ensure the username is available.

2. Reset the Password in FXLoader

Log in to the FXLoader Cloud Service and select 'Instances' on the left menu.



Click on the name of the Instance (ERP) you want to change the Password for. Enter the new Password and click Apply Changes to save.



3. Test Connectivity (Oracle ERP Cloud only):

If your instance is Oracle ERP Cloud you can check that the credentials are correct by clicking the 'Send Test' button.

Check WSDL

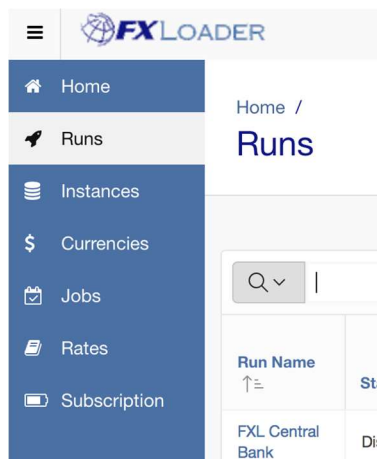
Send Test

A Success message like the one below confirms that connectivity with your ERP has been restored.

Success: Sent test file FXL20190808_143816_TEST.txt loaded as Document ID:10710982.

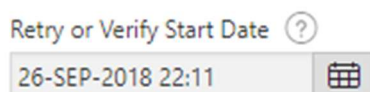
4. If the Run has ended in ERROR, it must be re-enabled (go to Step 5 below). However, if the Run is still at 'RETRY' stage, follow Step 4 only:

In the FXLoader Cloud Service, select 'Runs' on the left menu



Click the name of the Run which is affected.

Change the 'Retry or Verify Start Date' to a Date/Time in the past.

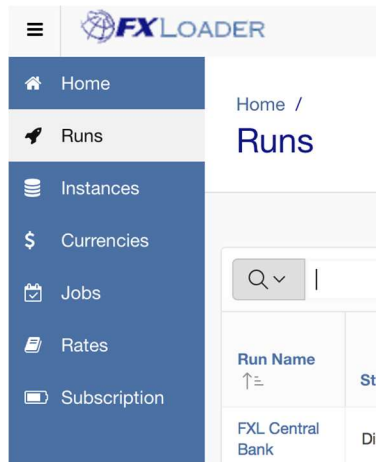


Click 'Apply Changes' to save.

The FXLoader background schedule runs every 10 minutes, and runs any jobs with a Date/Time in the past. So, within 10 minutes the affected Run will have completed.

5. Re-enable a Run that has Errored:

In the FXLoader Cloud Service, select 'Runs' on the left menu



Click the name of the Run that ended in ERROR.

Change the Status from Disabled to Ready and clear the Disabled Reason field, then click Apply Changes to save.

