

Communication Generation Troubleshooting Issues and Solutions

Component or Issue Type	Issue	Solution
COMMUNICATION DATA SOURCE (SCC_CG_DTASRC)	“No Report Definitions found. Make sure Letter Code is properly set up. (14100,878) SCC_COMMGEN.Model.DSAdapters.PSQueryAdapt er.OnExecute Name:Validate PCPC:1684 Statement:31 Process 10276 ABENDED at Step SCC_COMMGEN.Process.Step20 (PeopleCode) -- RC = 24 (108,524)”.	Remove the value in the Set Letter Code field on the Standard Letters page by navigating to Set Up SACR > Common Definitions > Communications > Standard Letter Table CS.
COMMUNICATION DATA SOURCE (SCC_CG_DTASRC)	Cannot find Query to select as Communication Data Source.	The query needs to have a core record relating to the administrative function
LETTER CODE – STANDARD LETTER TABLE CS	When trying to associate Report Definition with Letter Code: “No valid queries found in the first 300 items evaluated. Enter search criteria for better results. (14100,875)”	Under Report Definition > Template, take a look at the "Channels" drop-down box. It should not be empty. Select a value for it: Select Printer for a letter or Email for an email.
LETTER CODE – STANDARD LETTER TABLE CS	When trying to associate Report Definition with Letter Code, the Define Comm Gen Parameters checkbox is grayed out.	Set the Letter Type to Softcopy rather than Hardcopy.
LETTER CODE – STANDARD LETTER TABLE CS	Cannot select a Report Definition in Standard Letter Table.	Be sure that the Data Source Type in the Report Definition setup is XMLDoc Object.
COMMUNICATION GENERATION (SCC_CG_RUNCTL)	“Organization Recipient Usage is Required. (14000,459)”.	When All IDs is selected, organization parameters must be populated on the Process Parameters page. To avoid this error, navigate to Set Up SACR > Product Related > Campus Community > Establish People Processing > Setup > Organization Recipient Usage and add a usage.
COMMUNICATION GENERATION (SCC_CG_RUNCTL)	Cannot retrieve Letter Code on Communication Generation > Selection Parameters page.	The speed key needs to be added to the User Defaults by navigating to Set Up SACR > User Defaults > Communication Speed Keys.
COMMUNICATION GENERATION PROCESS (SCC_COMMGEN)	“Error generating output file for letter communication. (14100,734)”.	This may be an issue when the web server, app server, and process scheduler are on 3 separate machines. Please refer to Knowledge Doc ID 661121.1 for solution.
COMMUNICATION GENERATION PROCESS (SCC_COMMGEN)	“Error generating report output: During calling method PTFOProcessor.generateOutput, the XDO engine throws an exception: NULL. (235,	This may be an issue when the web server, app server, and process scheduler are on 3 separate machines.

	3101) (235,2309)."	Please refer to Knowledge Doc ID 661121.1 for solution.
COMMUNICATION GENERATION PROCESS (SCC_COMMGEN)	"Error removing directory \\PSTST43\PSLS\fred\CG_167886: file or one of its subdirectories was not removable: The specified directory could not be removed. (2,828)".	This may be an issue when the web server, app server, and process scheduler are on 3 separate machines. Please refer to Knowledge Doc ID 661121.1 for solution.
COMMUNICATION GENERATION PROCESS (SCC_COMMGEN)	"PSPAL: Abort: Unrecoverable signal 22 received PSPAL: Abort: Location: e:\pt849-903-R1-retail\peopletools\src\pspal\exception_winunhandle d.cpp:357: PSPAL::UnhandledExceptionFilter::SignalExceptionHandler"	In the process scheduler definition, add Java parameters for max and min JVM.
COMMUNICATION GENERATION PROCESS (SCC_COMMGEN)	Unable to extract e-mail addresses to send communications.	On the Communication Generation > Process Parameters page, address type usage selected must contain at least one e-mail type. To add or modify an address type, navigate to Set Up SACR > Product Related > Campus Community > Establish People Processing > Setup > Address Usage Table.
COMMUNICATION MANAGEMENT (COMM_MANAGEMENT)	Unable to clear Process Instance in communication record.	Run the Reset Communication process by navigating to Campus Community > Communications > Reset Communication.
REPORT DEFINITION (PSXPRPTDEFN)	"Error generating report output: During calling method PTFOProcessor.generateOutput, the XDO engine throws an exception: NULL. (235, 3101) (235,2309). Error occurred during the process of generating the output file from template file, XML data file, and translation XLIFF file."	The Channel on the Report Definition Template page needs to be set to "Printer" for letters or "HTML" for email. On the Output page, the location should be set to "Any".
REPORT DEFINITION (PSXPRPTDEFN)	Cannot open the Report Definition online. User gets "Invalid XSD File: Expected 'EOF'. (235,18)This XSD file is not valid. Please correct the error and upload again."	The Data Source may be corrupt. Create a new Communication Data Source, register the Data Source, create a new Report Definition, attach the template, and run the Communication Generation process.
REPORT DEFINITION (PSXPRPTDEFN)	Cannot select a Data Source Type when adding a new Report Definition.	There is an issue with security access. The User ID must have the delivered Security Role 'XMLP Report Developer', which includes PTPT2600.
REPORT DEFINITION (PSXPRPTDEFN)	Cannot view output after clicking Preview button on Report Definition > Template page.	There may be a problem with the SQL relating to the query being used as part of the Data Source (e.g. missing core record relating to the administrative function, prompt for EMPLID needs the Unique Prompt Name changed to PERSON_ID, prompts needed for variable data).
PDF Results	Comm Gen runs to Success but no PDF output created	Invalid Template Type – – Template Type must be RTF Corrupt Template – Preview Template on the Report Definition

		<p>RTF Template contains image(s) that are improperly formatted.</p> <ul style="list-style-type: none"> – The Wrapping Styles of Square, Tight, Behind and InFrontOf do not survive the Preview to RTF or the Run to RTF and HTM using the Query Report Viewer/Scheduler. This occurs in both the Design Helper Plug in and within Reporting Tools - XMLP Report Definition - Preview. <p>In the RTF template file, modify the Layout of the field containing images to "INLINE"</p> <p>E-BI/XMLP: Images In RTF Template Do Not Appear In RTF Or HTM, But Do Appear In PDF (Doc ID 750266.1)</p>
CommGen Data Source Issues	<p>Process Error: "No valid queries found in the first 300 items evaluated" OR "User Cannot find Query to select as Communication Data Source"</p>	<p>The query used with the Communication Data Source, which should be used to select the additional data that is needed for the letter or e-mail, should include a prompt for each of the variable data items relating to the administrative function.</p> <ul style="list-style-type: none"> – EX: ADMA Admin Function has the following Variable Data Fields: ACAD_CAREER STDNT_CAR_NBR ADM_APPL_NBR – Your query needs to include a prompt for each
CommGen Data Source Issues	<p>Cannot open the Report Definition online. User sees: Invalid XSD File: Expected 'EOF'. (235,18) This XSD file is not valid. Please correct the error and upload again</p>	<p>The Data Source may be corrupt</p> <ul style="list-style-type: none"> – Create a new Communication Data Source, – Register the Data Source, – Create a new Report Definition, attaching the template, and – Run the Communication Generation process.
CommGen Data Source Issues	<p>Cannot select a Data Source Type when adding a new Report Definition</p>	<p>There is an issue with security access. The User ID must have the delivered Security Role 'XMLP Report Developer', which includes Perm List PTPT2600.</p>
CommGen Data Source Issues	<p>Cannot view output after clicking Preview button on Report Definition > Template page.</p>	<p>There may be a problem with the SQL relating to the query being used as part of the Data Source (e.g. missing core record relating to the administrative function, prompt for EMPLID needs the Unique Prompt Name changed to PERSON_ID, prompts needed for variable data)</p> <p>The Template may be corrupt.</p>
CommGen Print Issues	<p>Process fails with error: XDOException:CACHE\xdo040908_0455078594.fo (The system cannot find the path specified)</p>	<p>Confirm that the directory, [PS_HOME]/appserv/PRCS/[domain]/CACHE, exists on the process scheduler server.</p> <p>If you modified the CacheBaseDir setting in psprcs.cfg configuration file, is the</p>

		<p>'systemtemp-dir' property defined in xdo.cfg for this environment?</p> <ul style="list-style-type: none"> – By default, the system-temp-dir property is not set. This property must be set to point to a temp folder on the server. Note that temporary files created in that directory could grow very large in size depending on the size of your reports, so you need to choose your system-temp-dir for optimum system performance. – The psappsrv.cfg file points to the xdo.cfg file to use. Original line in psappsrv.cfg: JavaVM Options=-Xrs -Dxdo.ConfigFile=%PS_HOME%/appserv/xdo.cfg <p>**NOTE: If you change the content of xdo.cfg, you don't need to restart the application server or the process scheduler domain that uses it. It refreshes automatically the next time you run it. But if you change the application server or process scheduler configuration file, you need to restart the affected domain.</p>
Comm Gen Print Issues		<p>PIA configurations for XMLPublisher: Setting Up Report Categories - Select Reporting Tools, XML Publisher, Setup, Report Category</p> <ul style="list-style-type: none"> – Report Category is a required attribute on all report definitions and Content Library sub-templates. By assigning a report category, you are actually applying row level security to the data on those components. <p>Global Properties - Select Reporting Tools, XML Publisher, Setup, Global Properties & Report Definition Reporting Tools > XML Publisher > Report Definition</p> <ul style="list-style-type: none"> – Set three properties as follows: <ul style="list-style-type: none"> • pdf-security = False (this property set to False controls the merge of all pages in the output and eliminates blank pages), • pdf-encryption-level = 0*, and pdf-no-changing-the-document = <True or False, depending on needs> (This property determines whether to allow the output to be edited or changed. Setting to True would prevent the output from being edited, and False would allow changes to the output. When False is selected, it is assumed that the end user has a version of Adobe that has editing capabilities.)
E-Mail Send Error	E-mail Send Error (Return Code: 0) for COMMON_ID: 123456789, SEQ_3C: 2, CG_SEQ: 1	<p>Settings for SMTP mail need to be configured in both PSAPPSRV.CFG and PSPRCS.CFG</p> <ul style="list-style-type: none"> – SMTPServer=PSP-SMTP-01<---- name of your SMTP server (this can also be the IP address of the SMTP server)

		<ul style="list-style-type: none"> – SMTPPort=25 <---- port number for your server (usually will be 25) – SMTPServer1=PSP-SMTPG-01 <----- name of backup server (not necessary) <p>The backup server is optional. If your institution plans on sending high volumes of email, you may set up a backup server to handle overflow of the primary server. If the primary server is overloaded or has simply gone down, the backup will take over. SMTP will not try to re-send any failed mail.</p> <ul style="list-style-type: none"> – SMTPPort1=25 <---- backup server port number – SMTPSender=PeopleSoft@peoplesoft.com <--- Valid email ID format – SMTPSourceMachine=ts-hp03.peoplesoft.com <-----<machine name that App Server or Process Scheduler is on>.<companyname>.com (This can also be the IP address of the machine without the <companyname>.com) Note: This needs to be the machine name of the server being configured, Application or Process Scheduler, NOT THE NAME OF THE <ul style="list-style-type: none"> • DATABASE YOU ARE CONNECTING TO.
Email Results	<p>Comm Gen Runs to success but E-mails not received OR Process Errors: PeopleCode Exit(1) Abort invoked by Application at SCC_COMMGEN.Process.Step20. (108,543) Process 1116718 ABENDED at Step SCC_COMMGEN.Process.Step20 (PeopleCode) -- RC = 16 (108,524) Process %s ABENDED at Step %s.%s.%s (Action %s) -- RC = %s *Log File shows all test students have 'missing critical' data.</p>	<p>Possible causes:</p> <ul style="list-style-type: none"> – Invalid E-mail address. Check if there are any emails in your Bounce-Back address? – Verify the Address Usage Selection is correct. On the Communication Generation > Process Parameters page, address type usage selected must contain at least one e-mail type. To add or modify an address type, navigate to Set Up SACR > Product Related > Campus Community > Establish People Processing > Setup > Address Usage Table
Email Results	E-mail received with context but doesn't include the enclosures as expected	<p>User failed to Check the Include Enclosure checkbox on the Standard Letter Table CS. Campus Community, Communications, Set up Communications, Standard Letter Table CS</p> <ul style="list-style-type: none"> – Usage: Select to indicate that other letters must be grouped and sent with this letter. When selected, the Enclosures group box appears. <p>User failed to Refresh Enclosure List on Comm Gen Run Control</p>

		<p>Campus Community, Communications, Communication Generation, Selection Parameters</p> <p>– Usage: Click to cause the Enclosures Assigned (Softcopy) section to include all available softcopy enclosures including enclosures that were added to the system since the last refresh of the process run control ID.</p> <p>Invalid Template Type – Template Type must be RTF</p>
Email Results	When a communication is sent as an e-mail, the format is distorted and includes HTML tags	<p>XML/BI Publisher uses CSS Stylesheets as opposed to Inline CSS. Place the following configuration in the xdo.cfg file, typically found in: C:\Oracle\BI Publisher\BI Publisher Desktop\Template Builder for Word\config</p> <pre><config version="1.0.0" xmlns="http://xmlns.oracle.com/oxp/config/"> <properties> <!-- html-css-embedding valid values embed-to-element embed-to-header externalize --> <property name="html-css- embedding">embed-to-element</property> </properties> </config></pre> <p>Please be aware that this may affect all HTML output, with output file sizes likely to increase.</p>