

# 4. Produmex WMS Related

## 4.1. Locations

### 4.1.1. Location is locked

#### Issue

A bin location is locked, and you need to release the lock.

#### How can you see if a location is locked?

Open the Produmex Organizational Structure:

1. Give in the Location Code in the search area and hit the search button (or hit ENTER).
2. The system will then jump automatically to this entered location and select it.
3. Go to the Cycle Count tab for this location.
4. You can see the 'Locked by' is filled in. The number here is the user that has locked this location.



#### How did we get to this situation in the system?

When a cycle count is processed on a location, this location is locked by the system for that user. That way, there are no other processes that can adjust the stock on this location, as long as we are still processing the cycle count.

Probably the user (*SCANNER 1 in this case*) has selected the location to do a cycle count, but he did not process this count.

*(So he went back out of the cycle count flow or closed the PDMX application)*

#### Solution

This is pretty easy, you have to follow the steps to view the locking.

And then, hit the 'Unlock' button (see 5 in the screenshot) to unlock the location again.

### 4.1.2. Move Bin locations from zone inside WareHouse

To move a bin location "LocABC" from zone "ABC" to zone "TestABC", you can click-hold them and move them to another zone. Make sure you stay in the same WareHouse.

```
UPDATE PMX_OSEL SET ParentCode = [TestABC Code] WHERE Code IN ([LocABC])
```

## 4.2. Reports

## 4.2.1. Crystal Report Error: Incorrect syntax near the keyword 'CONVERT'.

### Issue

There is a big difference between a working report and a faulty report, in the way Crystal generates the SQL query to call the stored procedure. The difference is about formatting the DateTime value:

- Working report: {ts '2016-07-17 00:00:00'}
- Faulty report: CONVERT(DATETIME, '2016-07-17 00:00:00', 120)

Now the problem is that the 2nd syntax is apparently not allowed when calling a stored procedure. For example the following works:

```
EXEC "PMX_DEMO_PMX"."dbo"."PMX_SP_GoodsReceiptLabel" NULL,  
N'00000000000000001847',  
N'DIS_F0_FG_002', 1, {ts '2016-07-17 00:00:00'},  
N'RM2015070001', N'22', -1, N'S(CG_001', N'0 Pallet, 0 Carton, 1 can',  
-N'1 Pallet = 100 Carton, 1 Carton = 12 can', N'RD_1', NULL, 88
```

but the following doesn't:

```
EXEC "PMX_DEMO_PMX"."dbo"."PMX_SP_GoodsReceiptLabel" NULL,  
N'00000000000000001847',  
N'DIS_F0_FG_002', 1, CONVERT(DATETIME, '2016-07-17 00:00:00', 120),  
N'RM2015070001', N'22', -1, N'S(CG_001', N'0 Pallet, 0 Carton, 1 can',  
N'1 Pallet = 100 Carton, 1 Carton = 12 can', N'RD_1', NULL, 88
```

With the following SQL error message: Incorrect syntax near the keyword 'CONVERT'.

When you want to print this report using the scanners, you will get an error message saying:

ERROR Produmex.Sbo.Logex.Data.Devices.CrystalReportPrinter [(null)] - There was an exception when printing the report '1' on the printer 'LBLPR1' and windows printer 'Intermec01' Failed to open a rowset.

### Solution

You can do a SQL trace on the stored procedure in the report, let them retry to see what parameters SAP is giving to SQL. with this Query you can check where the problem is.

This is due to the fact that the database connection type was set to native instead of OLE DB - SQL server.

## 4.2.2. Bar code fonts missing (Crystal Reports)

### Issue

When printing a Crystal report including a Code39 bar code, you get this error message:

There was an exception when printing the report '21' on the printer 'PRT2'

and windows printer 'MYPRINTER'

CrystalDecisions.CrystalReports.Engine.FormulaException: Error in File

```
C:\Users\t-gilvh\AppData\Local\Temp\6\DLN20012_20151130123528079
{029FA103-3412-4CDD-AB61-1492BEBF6CC2}.rpt: Error in formula
<Display_String>. 'BarcodeC39ASCII( ToText(CurrentFieldValue, 0, ' ') )' UFL
'u25azalea.dll.dll' that implements this function is missing.
```

## Solution

When using a report with Crystal Reports that includes a bar code in Code39 format, using the Azalea fonts, the Azalea libraries are required for the Code39 bar code formatting.

The solution is to install these Azalea libraries. They can be downloaded from the following locations:

- for 32 bits: <ftp://public:Avaya789@ftp.produmex.name/Install/Prerequisites/Azalea/32bitUFL.zip>
- for 64 bits: <ftp://public:Avaya789@ftp.produmex.name/Install/Prerequisites/Azalea/64bitUFL.zip>

Extract the contents of these files, and copy their contents to the following folders:

- 32 bits:
  - C:\Program Files x86\Business Objects\BusinessObjects Enterprise 12.0\win32\_x86
  - C:\Program Files x86\Business Objects\Common\2.8
- 64 bits:
  - C:\Windows\SysWOW64

## 4.3. Fat Client

### 4.3.1. Fat Client

#### 4.3.1.1. Fix for fatclient error on startup

##### Issue

When starting the fatclient/simulator we receive the following error:

```
ProdumexError 30004: An unhandled exception occurred while the device
controller tried to display a screen. See the InnerException for details. ->
FileNotFoundException: Could not load file or assembly
'System.IdentifyModel.Selectors, Version=3.0.0.0, Culture=neutral,
PublicKeyToken=b77a5c561934e089' or one of its dependencies. The system
cannot find the file specified. ←
```



This is due to a .Net Framework bug

##### Solution:

Install the hotfix for the .Net Framework: <https://support.microsoft.com/en-us/kb/2803760>

This should solve the issue, and you should be able to start the fatclient without getting any errors.

#### 4.3.1.2. Error: Device Controller tried to display a screen

##### Issue



##### Solution

Please adapt the .bat file of the scanner. Change “Touchscreen” to “PocketSize”.

If the error still occurs change the resolution to W:240 and h:320 in the same file.



### 4.3.2. Items

#### 4.3.2.1. Item cannot be picked

##### Issue

When selecting an item during the picking flow, you get the message that the “Item cannot be picked”.

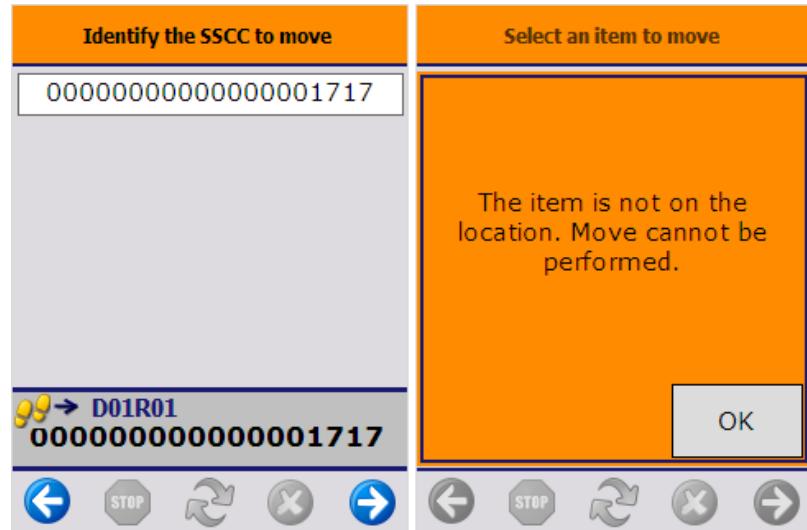


##### Solution

- Check if there is enough stock available in this Warehouse
- Check if the stock is not locked and it is free
- check if the locations are not locked
- check if the Best Before Date is still valid. (make sure that you take into account the shelf life of the item)

#### 4.3.2.2. Open move document but items already moved

##### Issue



The reason for this is that these items are probably already moved by an unforeseen or wrong manipulation. You can find those items with the corresponding location and SSCC in the Traceability report.

Traceability																
<a href="#">Backward</a> <a href="#">ITEM01 (Item 01)</a>																
<a href="#">Goods receip</a> <a href="#">Deliveries</a> <a href="#">Movements</a> <a href="#">Quality status change</a> <a href="#">Issues</a> <a href="#">Receipts</a> <a href="#">Stock</a> <a href="#">Batch attribute</a>																
Link	Doc Entry	Creation Date	Creation Time	User	From location	To location	Quantity	Quantity per Uom	Uom	Quantity uom 2	Uom2	Batchnumber 1	Batchnumber 2	Best Before Date	From LUID	From SSCC
303	12/06/17	10:48 AM	manager	P1.1	PL01	1.000000	1.000000	pcs				EGY001		60	00000000000000000000000000000000598	
304	12/06/17	10:49 AM	manager	P1.1	PL01	1.000000	1.000000	pcs				EGY1123				
305	12/06/17	10:55 AM	manager	P1.1	PL01	2.000000	1.000000	pcs				33417		142	000000000000000000000000000000001380	
306	12/06/17	10:55 AM	manager	PL01	A1.1	1.000000	1.000000	pcs				EGY001				
306	12/06/17	10:55 AM	manager	PL01	A1.1	1.000000	1.000000	pcs				EGY1123				
312	12/11/17	04:24 PM	manager	A1.1	ML01	5.000000	1.000000	pcs				B11211				
314	12/11/17	04:24 PM	manager	A1.1	ML01	5.000000	1.000000	pcs				B11211				
315	12/11/17	04:25 PM	manager	A1.1	ML01	5.000000	1.000000	pcs				B11211				
316	12/12/17	09:53 AM	manager	A1.1	D01SH01	10.000000	1.000000	pcs				B11211				
317	12/12/17	09:57 AM	manager	A1.1	D01SH01	10.000000	1.000000	pcs				B11211				
322	12/12/17	10:18 AM	manager	A1.1	D01SH01	10.000000	1.000000	pcs				B11211				
323	12/12/17	10:18 AM	manager	A1.1	D01SH01	10.000000	1.000000	pcs				B11211				
337	01/16/18	03:37 PM	manager	A1.1	D01SH01	10.000000	1.000000	pcs				B11211				
339	01/16/18	04:24 PM	manager	A1.1	D01SH01	10.000000	1.000000	pcs				B11211				
342	01/23/18	03:47 PM	manager	A1.1	D01SH01	10.000000	1.000000	pcs				B11212				
343	01/23/18	03:56 PM	manager	D01R01	A1.1	10.000000	1.000000	pcs				01618		181	000000000000000000000000000000001717	

## Solution

Those items are still linked to a Move document. If you close this Move document, it won't show up in the scanner anymore.



## 4.4. Stock

### 4.4.1. Inventory

#### 4.4.1.1. Check and Remove lockings from Items

Customer...	Type	Doc num	Line	Is created by the system
C0002	Pick list pro	92	1	
C0002		0	0	
		0	0	
		69	69	

You can pull up an inventory report for this particular item.

Then you select the line of the item and select 'Locking' -> 'View', on the bottom left.

There you can see the document number and document type that is locking this item.

If you close this document, the stock will be released again.

#### 4.4.1.2. The Storage Location code is not filled in

Error 50003: The storage location code is not filled in or does not exist in the organizational structure



This can happen on a stock transition document (goods receipt, stock transfer, delivery etc...) within a Produmex managed warehouse. When the warehouse is managed by produmex, all the PMX fields need to be filled in on those documents.

Necessary PMX fields are:

- Storage Location
- BBD
- Quality Status
- PMX Quantity

#### 4.4.1.3. SSCC on label not in stock

##### Issue

When receiving items on the scanner, the system will book the receipt in one time for all registered logistic units.

But the system cannot print the logistic labels at the end, because then it is not clear for what physical logistic unit the label is printed. (*If 10 logistic units are received, it would mean that the system prints out 10 SSCC labels at the end*)

This is why the SSCC label is printed after the logistic carrier is registered, but before the receipt is booked into the system.

If now the receipt fails for some reason, you have logistic units with SSCC labels, but they are not in

stock.

When scanning these SSCC's, the system will throw an error.

### **Solution**

The user needs to redo the receipt. The labels that have been printed by the system can be used to scan when creating the delivery.

## **4.4.2. Serial Numbers**

Produmex supports the following types of the serial numbers:

- SAP serial numbers, with the management method 'On Every Transaction'
- SAP serial numbers, with the management method 'On Release Only'
- PMX serial numbers, in order to handle items managed by batches and serial numbers as well

*Please note: When working with SAP serial numbers in Produmex, set the 'Unique Serial Numbers by' parameter to 'Serial Numbers' on the General Settings window in SAP B1.*



### **'On release only' serial numbers**

With this method of serial number management, defining the serial number for the item is only mandatory in inventory issue documents. It is possible to receive stocks without having entered serial numbers in every kind of reception.

It is possible to manage this items with or without track location.

Produmex only supports serial numbered items with 'on release only' management method when the 'Automatic Serial Number Creation on Receipt' option is enabled.

When this option is enabled, SAP B1 creates 'blank' serial numbers when receiving stocks without entering serial numbers. When creating outbound transactions, Produmex first checks if there are already existing 'real' serial numbers. If not, the system updates the "blank" serial numbers in SAP B1 with the serial numbers that will be issued and the transaction will be booked with these updated serial numbers.

### **4.4.2.1. The maximum quantity for LUID is reached**



#### **Issue**

"Error 3000273: The maximum quantity of serial numbers in stock for LUID '214' is reached. You are trying to add 1 new serial numbers, but only 0 new serial numbers are allowed."

Affected item types: Serial numbered items

Affected processes: When creating new stock

#### **Explanation**

When adding a serial number, the system first checks if the scanned serial number is already in the system. Then it checks whether the added serial number is among the serial numbers linked to the

item and after that the system checks whether it is linked to the ITRI. When the track location option is enabled for the item, the system also checks whether the serial number is linked to the logistic unit or not.

When scanning a serial number, the system first checks if the scanned serial number is among the serial numbers linked to the item. When the track location option is enabled, the system also checks whether the serial number is linked to the logistic unit or not.

#### ***Serial numbers were provided at the reception***

Serial numbers were usually provided at the reception in case of 'On every transaction' type of serial numbers. This error message will be displayed when the added serial number is not among the serial numbers linked to the item or in case of enabled track location, the serial number is not among the serial numbers linked to the LUID.

#### ***Serial numbers were not provided at the reception***

Serial numbers were not usually provided at the reception in case of 'On release only' type of serial numbers and PMX serial numbers. In case of 'On release only' type of serial numbers, this error message is displayed when the number of the newly added serial numbers exceed the quantity of the blank serial numbers linked to the item, or the LUID, in case of enabled track location. In case of PMX serial numbers, this error message is displayed when the number of the newly added serial numbers exceed the number of the products without serial number belonging to the item, or to the LUID when the track location is enabled.

Most likely this error occurs when there are already linked serial numbers to the item or LUID:

- In case of a picked pallet was moved back to stock. The pallet will have serial numbers linked to it in PMX\_SENU, but not in SAP B1.
- In case of a returned item. Returned items will have serial numbers in SAP B1.

#### **4.4.2.2. Serial number is already on stock with another LUID**



##### **Issue**

"Error 3000297: Serial number 'TE1003' is already in stock with another LUID: 202."

Affected item types: Serial numbered items with enabled track location

Affected processes: When creating new stock

##### **Solution**

This error happens when the scanned serial number is already on stock on another LUID. A serial number can only be linked to one LUID.

#### **4.4.2.3. Serial number does not exist**



##### **Issue**

“Error 41107: SAP error occurred. SAP description: 1320000147 - Item ITEM09 with serial number KI2002 does not exist in warehouse”

Affected item types: Serial numbered items managed on release only

Affected processes: When creating inventory issue documents

### **Solution**

Check whether the serial number exists already in SAP B1 or not.

If the serial number exist and its status is ‘Unavailable’, then it cannot be issued as it is not on stock in the warehouse. See the transaction history for the serial number to understand what had happened. In case of the serial numbers are in stock despite of the inventory data, create a new reception for those serial numbers.



If the serial number does not exist in SAP B1, update a ‘blank’ serial number in SAP B1 directly: Open the ‘Serial number management’ window for the item with the operation option ‘Update’.



Find the blank serial number to update and add the serial number to the ‘Serial Number’ field. After updating the serial number manually, Produmex will not have to update it anymore.

*Because a serial number cannot set back to blank, it is recommended to double-check if the selected blank serial number is an acceptable one for the current process. Add a ‘Detail’ to the row then check in the ‘Serial Number Transaction Report’ window if this detail was added to the correct blank serial number.*

When the ‘Automatic Serial Number Creation on Receipt’ option is enabled, and there are ‘blank’ serial numbers for the item in the ‘Serial number management’ window then the issue might be caused by more specific reasons. Please contact Produmex support.

#### **4.4.2.4. No ‘blank’ serial number found to update**



### **Issue**

“Cannot update serial numbers with different list sizes: absEntry count = 0, serial numbers count = 5”

Affected item types: Serial numbered items managed on release only

Affected processes: When creating inventory issue documents

### **Solution**

This error happens when the system cannot find suitable blank serial numbers to update. Check if the ‘Automatic Serial Number Creation on Receipt’ option is enabled in the item master data. When that option is not enabled, SAP B1 will not create ‘blank’ serial numbers during the reception. Therefore there will be no blank serial number to update when creating inventory issue documents. Create the serial numbers manually in the ‘Serial number management - Complete’ window.



*Note: Make sure that the 'Automatic Serial Number Creation on Receipt' option is enabled in the 'Item Master Data' window.*

When the 'Automatic Serial Number Creation on Receipt' option is enabled, and there are 'blank' serial numbers for the item in the 'Serial number management' window then the issue might be caused by more specific reasons. Please contact Produmex support.

#### **4.4.2.5. No dummy serial number**

##### **Issue**

"System.Exception: Dummy serial number format should be filled in to book lost serial numbers on release only"

Affected item types: 'On release only' serial numbered items

Affected processes: Cycle count



When there is a negative difference in the stock of an item with blank serial numbers during cycle counting, in the 'Process' step, the system updates the blank serial numbers to dummy serial numbers before being issued.

If the format of the dummy serial numbers is not set in the cycle count controller, the system cannot create dummy serial numbers and this error message will be displayed.

##### **Solution**

Set a format for the dummy serial numbers in the cycle count controller.



#### **4.4.2.6. Item Master Data update**

##### **Issue**

"(50228) Item ITEM09: The item needs to track locations of serial nr, but there are serial nrs in stock without LUID: 45."



"(50238) Item ITEM12: The item needs to track locations of serial nr, but there are inventory totals without LUID: 332."



Affected items: Serial numbered items with enabled track location.

##### **Solution**

When the item has serial number(s) without filled LUID, but the track location option is enabled, the Item Master Data cannot be updated.

If there is an SSCC linked to the serial numbers which is not registered in the inventory, a possible

workaround is to use the 'Direct Cycle Count' function to add the SSCC to the serial numbers.

#### 4.4.2.7. LUID for serial numbers without track location



##### Issue

"Item 'ITEM11': The LUID should NOT be set for serial numbers without tracking the location."

Affected item types: Serial numbered items without enabled track location

Affected processes: When creating new stock

##### Solution

When the track location option is not enabled, no LUID should be linked to the serial numbers. A possible workaround is to use the 'Ad-hoc movement' flow. It is possible to move the items from a location to the same location therefore no real movement needed. When the SSCC is not added to the item during the movement flow, it will be removed from the inventory data.

## 4.5. Production

### 4.5.1. Workflow AfterQuantity problem

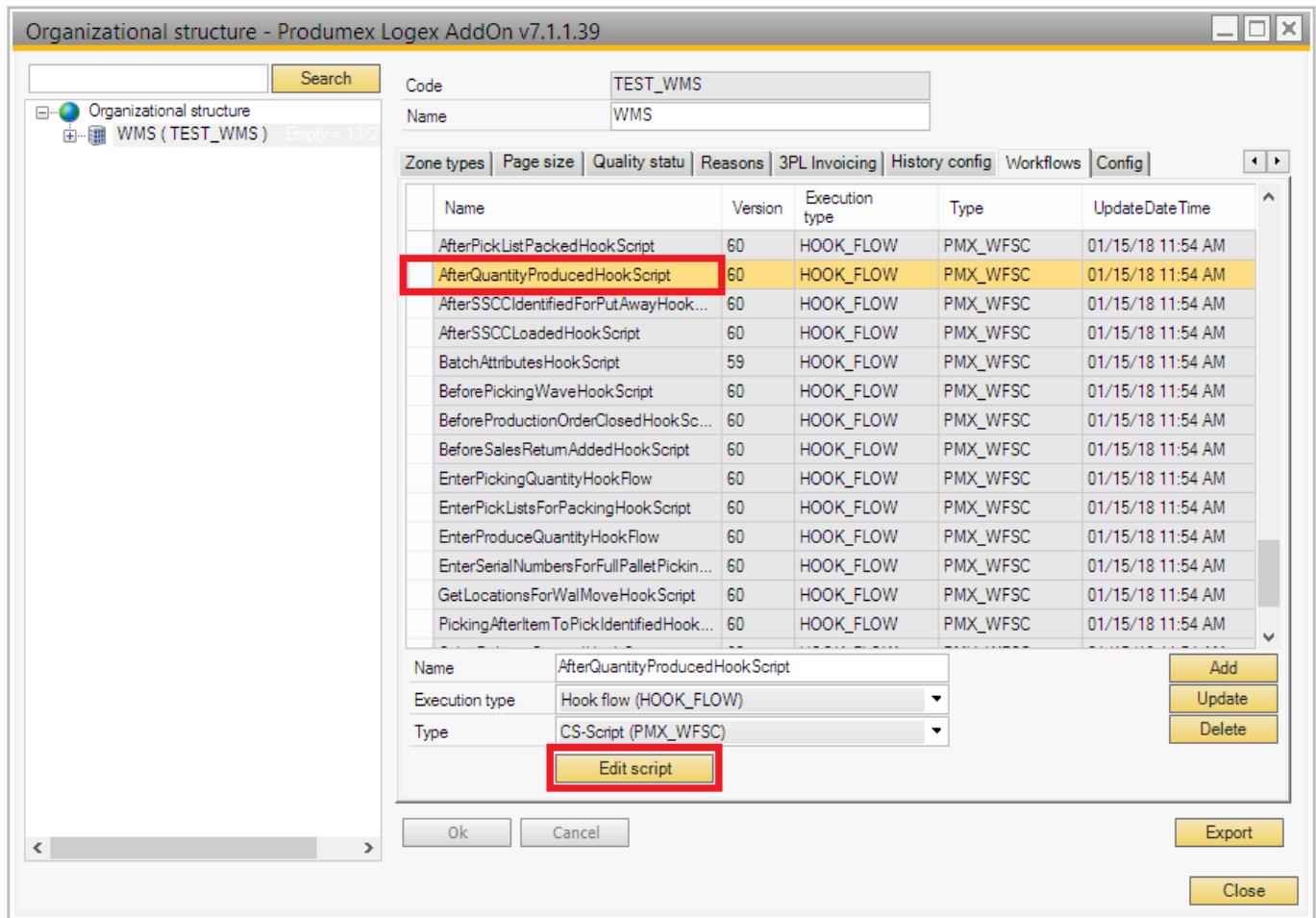
##### Issue

When producing, after *The items are produced* screen you get this error message:

```
Parameter 'System.Collections.ObjectModel.Collection`1[System.String]  
ListOfSerialNumbers' is not known or multiples found in  
'WorkflowScript_AfterQuantityProducedHookScript'
```

##### Solution

On the [Workflows tab](#) of the Organizational Structure, select the AfterQuantityProducedHookScript. Click on the 'Edit script' button.



On the opening Workflow script editor screen click on the 'Empty script' button then validate the script by clicking on the 'Validate' button. Then click OK to save the changes.

Workflow script editor

```
using System.Globalization;
using System.Reflection;
using Produmex.Foundation.Data.Sbo.DataObjects;
using Produmex.Foundation.Diagnostics;
using Produmex.Foundation.Workflows;
using Produmex.Foundation.Workflows.Parameters;
using Produmex.Sbo.Logex.Data.BusinessObjects;
using Produmex.Sbo.Logex.Data.DataObjects;
using System.Collections.Generic;
using System.Collections.ObjectModel;

namespace WorkflowScript_AfterQuantityProducedHookScript
{
    /// <summary>
    /// This is a hook script, meant to be customized on a "per project" basis
    /// </summary>
    public class WorkflowScript_AfterQuantityProducedHookScript : WorkflowInstanceScriptBase
    {
        private static readonly ILog s_log = LogProvider.GetLogger(MethodInfo.GetCurrentMethod().DeclaringType);

        // Input parameters * do not change *
        public ReadOnlyBinder<CultureInfo> DefaultCultureInfo;
        public ReadOnlyBinder<PmxOseCompany> PmxOseCompany;
        public ReadOnlyBinder<Collection<string>> ListOfSerialNumbers;
        public ReadOnlyBinder<List<InventoryItemInfo>> ProducedItems; // filled in by ProductionReceipt flow
        public ReadOnlyBinder<List<int>> CreatedLUIDs; // filled in by Production flow
        public ReadOnlyBinder<List<PmxOseDocEntry>> ProdOrderDocEntries;
    }
}
```

Empty Script **1** Validate **2** Find previous Find next

Ok **3** Cancel

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