**CA Asset Portfolio Manager - How to Read Data Import Log Files**

Below are examples of data import log file errors, with an explanation on how to identify and correct the errors.

1. **The total summary at the end of the log says ‘Errors=7’, but there are more than 7 errors in the log. How to identify which 7 records are in error?**

Sample error log:

08/01/2015 01:12:14.089 PM Results:

Total Records=4225; Records Processed = 4225 (Inserted = 0 / Updated = 4206); Processed Successfully = 4206; Errors = 7; Secondary Errors = 2; Warnings = 0; Filtered = 0

The import log reports both primary and secondary error records
(if error on secondary objects is checked ON in the mapping.)

In general, the errors related to primary records are the errors that require action. Once the primary errors are resolved and the data import is re-submitted, then the secondary record errors normally resolve.

In the example above, there are 7 errors related to primary records.

Ignore any secondary errors until the primary errors are resolved.

To find the primary errors, search for the text: “**Error at record**”.

Example:

08/01/2015 01:08:43.401 PM \*\*\*\* Error at record **4209**: "FAL1234567Z","DISPOSED","7/15/2015","DISPOSAL","DISPOSED OF COMMENT","7/15/2015"

08/01/2015 01:08:43.401 PM \*\*\*\* Error at record **4210**: "ABC1234567Z","DISPOSED","7/15/2015","DISPOSAL","DISPOSED OF COMMENT","7/15/2015"

Review the data in the ‘Error at record’ row to determine the problem.

1. **Where is the record for this error?**

**07/18/2015 03:04:19.976 PM Web Service threw exception CA.Common.Utilities.Exceptions.ValidationException:**

**1. Model ID is required.**

**2. Class Key is required.**

**3. Asset Family Key is required.**

The current release provides line numbers for primary record errors only.

Typically, the errors above are related to fields ‘missing’ from the mapping.

For example, an asset insert/update import, across all families, will require the model, class and family to be present in the mapping. The errors above indicate the model, class and asset family are missing.

In addition, if the user running the import is governed by a global or local configuration containing additional required fields, then the import mapping will need to include those additional fields.

1. **How to identify what is wrong with this record?**

**\*\*\*\* Secondary object error at record: "MYASSETNAME","STOLEN","5/18/2013","DISPOSAL","LAPTOP MACHINE NAME ZZZ123 REPORTED STOLEN ON 5/18/2013","6/07/2015"**

**What is the actual field in error?**

In this example, the primary import object is asset, and the secondary object is Asset.Notes, this error pertains to the asset.notes data.

In general, review the mapping to identify the secondary objects, then review these in the data file for errors. A data string may be too long, a date may be in the incorrect format, etc.

1. **Why does the same error occur multiple times for the same serial number?**

**\*\*\*\* Secondary object error at record: "ABC123ZZZZ"**

The product logging implementation validates each record against multiple criteria. Whenever a validation criteria fails, an associated error log entry is created, so multiple entries may be present for a single data row.

1. **What does the following error mean?**

**03/27/2015 01:03:58.804 PM \*\*\*\* Exception thrown from creating children record: The given attribute 'assetid' was not present in the class 'asset'**

There are two conditions that may cause this error.

1. There may be data corruption in the metadata. If so, please report this to CA Support for assistance.
2. The data import may be running simultaneously during a metadata refresh operation. In such a case, this error can be ignored.

To determine if the issue is a. or b., run these queries:

* Select \* from arg\_attribute\_def where attribute\_name = ‘assetid’ and class\_name = ‘asset’
* Select \* from arg\_attribute\_def where attribute\_name = ‘assetid’ and class\_name = ‘linkassetnote’

If no results are returned from the queries, then the problem is metadata related. Please contact CA Support for assistance.

If the result is greater than zero then the problem is likely a metadata refresh issue.
This can occur while the import job is running and a metadata refresh operation is also running, (an operation like creating extension fields or performing any task in the configuration area). When a metadata refresh task (which unloads and then re-loads the metadata information) is running and at the same time the data importer tries to access the data, it won’t find the record and errors.

Wait some time and re-run the import. When importing large datasets, it is best to schedule the import to run at a non-peak activity time.

**General Steps to isolate “\*\*\*\* Secondary object error at record:” messages**

While updating a secondary object, this message can be seen if there is a problem like a data type mismatch, length mismatch, etc. with the secondary object.

To clearly isolate the problem, first identify the secondary objects of the object being created or updated. The secondary objects associated to a primary object can be identified by running this query:

*select \* from arg\_attribute\_def where class\_name = 'asset' and
relation\_type = 2 and app\_filter in (2,3)*

This is an example for the ‘asset’ object. If the secondary records of other object types have errors, simply modify the query and replace the *class\_name* value. Example: ‘model’, ‘company’ or ‘contact’ in place of ‘asset’.

The result of the query may contain Cost, Notes, Attachment, Asset Configuration, or Legal Documents relation objects. Once the secondary object is identified, then validate the data in the import file and database to identify the erroneous record.