

HD0021 GCNA Error 7787, demimeAttachments() - Error 5644

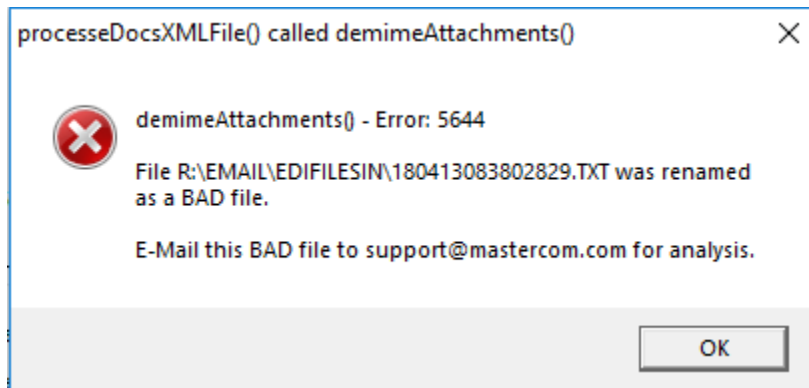
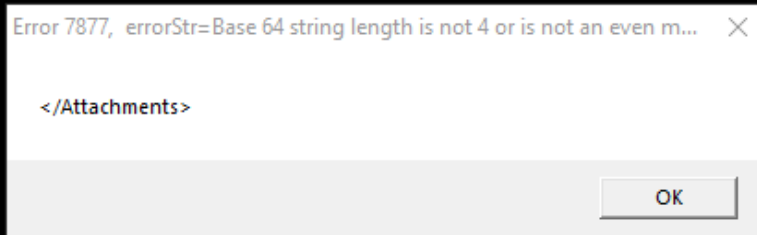
CSIO reports "It's an intermittent issue with GCNA, occurs every "x" eDoc. The tricky part is that its random in nature. If you ask for a resend it will probably work."

Note: The document to ask for resending is shown as "successfully demimed", see below, but it is not.

Ask GCNA to resend the document, in case below, the document is

"07851_WA0001195568_S_00037_RENEWAL_20180413114504.pdf".

```
Queue Power Broker IDF files as e-mail in the \SMTPIN directory. (QPwrIDF.exe)
-- There was no Power Broker IDF files in \EMAIL to process.
-- 0 messages were queued.
There were no AL3 Memos to queue in the \TROUT directory.
<Server timeout set to 60 seconds.>
<SignIn ID is <CSIONetID>csionetadmin@broker.edi.csio.com</CSIONetID>>
<SignIn was successful>
<There were no files in the \TROUT directory to upload>
Please wait while CSIONet is getting the list of messages in your mailbox
There are no messages in your mailbox to retrieve
<SignOut was successful>
<There are 1 download files in \EDIFILESIN to process.>
<Processing eDocs file R:\EMAIL\EDIFILESIN\180413083802829.TXT>
<07851_WA0001195568_S_00037_RENEWAL_20180413114504.xml was successfully demimed.>
```



To find the location in the system run log, see below, for the name of the document to be resent, search for "demimeAttachments() - Error: 5644". Again it is shown as "successfully demimed" but it is not.

```
<Processing eDocs file R:\EMAIL\EDIFILESIN\180413083802829.TXT>
```

```
<07851_WA0001195568_S_00037_RENEWAL_20180413114504.xml was successfully demimed.>
```

```
<demimeAttachments() - Error: 5644
```

```
File R:\EMAIL\EDIFILESIN\180413083802829.TXT was renamed as a BAD file.
```