

Did this article help solve your problem?

Select

Would you recommend this document to others?

Select

[TIP:](#) Click [help](#) for a detailed explanation of this page.[Bookmark](#)[Go to End](#)Subject: **Oracle Receivables Auto Invoice Troubleshooting Guide**[Doc ID:](#) **Note:219926.1**    Type: **TROUBLESHOOTING**Last Revision Date: **08-SEP-2005**    Status: **PUBLISHED**

## Troubleshooting Guide Oracle Receivables AutoInvoice Versions 10.7, 11.0 and 11i

Instructions for the reader: Use this document to diagnose and troubleshoot a specific issue you are experiencing. It is best to begin at the beginning of the document and continue through it step by step. At each step in the troubleshooting process, you will be asked specific questions. Your answers will determine which step you go to next. The final step(s) instruct you on what information to include when you log the i TAR (e.g., which log files to include, error reports to include). This document does not contain bugs/patches as these topics are addressed in the Current Issues and Patch articles referenced at the bottom of this document.

### Troubleshooting Summary

1. [APP-11913: All enabled segments of Transaction Flexfield must have a value](#)
2. [APP-43342: Please define all periods in which revenue is to be recognized.](#)
3. [APP-43448: Unable to locate a valid sales tax rate for transaction](#)
4. [APP-11914: Duplicate Transaction Flexfield](#)
5. [APP-00606: Cannot read value for profile option AR TAX USE VENDOR](#)
6. [APP-11987: Conversion rate for the given currency code, set of books and conversion type has not been defined](#)
7. [FDPGRS cannot find your concurrent request <request\\_id> FDPGRS found no rows while selecting your concurrent request <request\\_id>](#)
8. [AutoInvoiceMaster Completes with Warning: Could Not Get Profile AR\\_MAX\\_LINES\\_PER\\_AI\\_WORKER](#)
9. [AutoInvoice Import Program fails with 'Please correct revenue account assignment'](#)
10. [AutoInvoice errors with 'Please define the item validation organization'](#)
11. [AutoInvoice gives a 'No Data Found' error when rerunning AutoInvoice after a previous AutoInvoice run was 'killed'](#)
12. [Prob: What articles, white papers, or manuals should I read for more information on AutoInvoice?](#)
13. [AutoInvoice Import Errors Out Without Any Specific Error Messages In The Log](#)
14. [AutoInvoice From Order Entry Gives Error - Invalid Ship To Customer Id](#)
15. [ORA-1400, APP-11526 Running AutoInvoice When Inserting Into AR\\_PAYMENT\\_SCHEDULES](#)

16. [AutoInvoice Is Unable to Derive A GL Date for One Transaction](#)
17. [AutoInvoice Errors When Importing Credit Memo From Project Accounting](#)
18. [APP-AR-11526: ORA-01427: single-row subquery returns more than one row](#)
19. [AutoInvoice Performance Is Slow](#)
20. [AutoInvoice Master Program Errors with a Signal 11](#)
21. [AutoInvoice imported invoices into prior month, unable to move transactions to correct month](#)
22. [Is it possible to reset status of order in Order Management so transaction can be imported again?](#)
23. [Auto Invoice Creates Seperate Credit Memo For Freight Lines and Item Lines For RMA](#)
24. [APP-00778 invalid context field value \(OE\) passed to flexfield routine FDFDFA" when running AutoInvoice \(RAXTRX\)](#)
25. [Data is being rejected with invalid salesrep details](#)
26. [AutoInvoice Completed With APP-FND-01564 ORACLE error 1458 in fetch\\_lines](#)
27. [APP-AR-11526: ORA-01653: unable to extend table AR](#)
28. [AutoInvoice Validation Report errors with "You cannot supply any account assignment for your credit memo transaction when the system option 'Use Invoice Accounting for Credit Memos' is Yes" and "You cannot supply a blank Accounting Flexfield"](#)
29. [AutoInvoice rejects the credit memo, error: Please correct the revenue account assignment](#)
30. [Error messages after autoinvoicing a credit memo for RMA line.](#)
31. [AutoInvoice Import Program \(RAXTRX\) Completes With Error But Without Logfile](#)
32. [Can profile option AR: Maximum Lines For AutoInvoice Worker be changed to improve performance](#)
33. [Receivables is creating distributions from AutoAccounting in stead of data in RA\\_INTERFACE\\_DISTRIBUTIONS\\_ALL](#)

## Issues

### 1. APP-11913: All enabled segments of Transaction Flexfield must have a value.

#### Solution

#### Step 1:

This error will appear on the AutoInvoicing Validation Report when one or more of the enabled segments of the context value within the Line Transaction Flexfield has a 'null' value.

Following is an example of this error:

Errors: All enabled segments of Transaction Flexfield must have a value (111.222.333.444.555.666..) In this example the Line Transaction Flexfield has seven enabled segments, and the 7th segment is NULL.

#### Step 2:

To correct this error verify the following:

- The correct number of segments are enabled in your Line Transaction Flexfield.
- All the corresponding columns (INTERFACE\_LINE\_ATTRIBUTE1-15) for these segments are populated in RA\_INTERFACE\_LINES\_ALL.

[\[top\]](#)

### 2. APP-43342: Please define all periods in which revenue is to be recognized.

#### Solution

**Step 1:**

This error is caused by processing a transaction with rules and one or more periods within the rule are not set to 'Open' or 'Future Enterable' within the AR calendar. Another cause of the error is processing an invoice with installments and one or more of the GL dates on the installments are not in an 'Open' or 'Future Enterable'.

**Step 2:**

To correct this error verify the following:

The AR calendar (Menu => Control => Accounting => Open/Closed) - Each period status of the Accounting Rule of the transaction line must be set to 'Open' or 'Future Enterable' within the AR calendar. The period type of the accounting rule is the same as the AR Accounting Calendar.

[\[top\]](#)

**3. APP-43448: Unable to locate a valid sales tax rate for transaction****Solution****Step 1:**

This error occurs when the Oracle Tax engine or Tax Extension (for third party tax programs) fails to fetch a sales tax code or rate for the destination location, or fails to derive a tax code from the defaults defined through the system options.

**Step 2:**

This error may occur wherever the tax module is called, such as when entering transactions through forms, for example in Oracle Receivables and Order Entry, or when importing transactions through AutoInvoice.

**Step 3:**

The common causes of this error are listed below. These items will need to be corrected if necessary.

- Missing or incorrect tax rate for the sales tax location combination.
- Obsolete or unmaintained applications, tax engine or tax vendor code.
- The invoice or order transaction date is not within the tax code effective dates.
- When using third party tax vendors, may have overlapping zip code ranges when sales tax data was uploaded.
- A tax code is assigned (customer, site or item) but system option tax defaults are not enabled.
- Location based tax could not be found because transaction country <> home country.
- Addresses are incorrect or not created properly due to invalid database triggers.
- Sales tax location flexfield may be invalid.

[\[top\]](#)

#### 4. APP-11914: Duplicate Transaction Flexfield

Solution

Step 1:

Verify that duplicate transactions found in RA\_INTERFACE\_LINES\_ALL do not also exist in the RA\_CUSTOMER\_TRX\_LINES table.

Step 2:

Verify all the enabled Line Transaction Flexfield segments in the RA\_INTERFACE\_LINES\_ALL table based on the number of transaction flexfield segments. The columns interface\_line\_attribute1-15 should not exist in the RA\_CUSTOMER\_TRX\_LINES.attribute1-15 columns.

```
SELECT      trx_number
FROM        RA_INTERFACE_LINES_ALL a,
            RA_CUSTOMER_TRX_LINES b
WHERE       a.RA_INTERFACE_LINES_ALL.Interface_Line_Attribute1 =
b.RA_CUSTOMER_TRX_LINES.Attribute1
OR WHERE    a.RA_INTERFACE_LINES_ALL.Interface_Line_Attribute2 =
b.RA_CUSTOMER_TRX_LINES.Attribute2;
```

Note: The number of columns depends on the number of Enabled segments.

[\[top\]](#)

#### 5. APP-00606: Cannot read value for profile option AR\_TAX\_USE\_VENDOR.

Solution

Step 1:

This error occurs when importing data through AutoInvoice and the profile option - Tax: Use Tax Vendor has not been setup properly.

Step 2:

Under the System Administrator responsibility, navigate to Profile => System, query the profile Tax: Use Tax Vendor, and set it to:

Yes if you are using a third party tax vendor (e.g. Vertex or Taxware) or,

No if you are not using a third party tax vendor (e.g. You are using Oracle's tax engine to calculate tax)

Due to a bug in an earlier patchset for 10.7, the profile option may not be available and cannot be set. This is resolved by applying the latest patchset or patch 701861.

[\[top\]](#)

**6. APP-11987: Conversion rate for the given currency code, set of books and conversion type has not been defined.**

Solution

Step 1:

For the transaction that is failing, verify the value of the following columns in the interface table (RA\_INTERFACE\_LINES\_ALL):  
CURRENCY\_CODE, CONVERSION\_TYPE, CONVERSION\_DATE, CONVERSION\_RATE.

Step 2:

This error could be caused by following:

A conversion rate may not have been defined for the currency code for the date in question. Verify this by navigating to: Setup => Financials => Currencies => Rates => Daily/Period

Missing or incorrect values in the interface table for CONVERSION\_RATE and CONVERSION\_DATE columns

[\[top\]](#)

**7. FDPGRS cannot find your concurrent request <request\_id>. FDPGRS found no rows while selecting your concurrent request <request\_id>.**

Solution

Step 1:

Every time AutoInvoice is run, it picks up all the failed requests from the prior runs (accessing the table AR\_CONC\_PROCESS\_REQUESTS), reprocesses those transactions as well as any new ones. It is possible that you could manually update the request\_id in the interface table or delete the rows and reimport those to process as fresh transactions. But then, you must remove the entry from the AR\_CONC\_PROCESS\_REQUESTS table as well.

[\[top\]](#)

**8. AutoInvoiceMaster Completes with Warning: Could Not Get Profile AR\_MAX\_LINES\_PER\_AI\_WORKER**

Solution

Step 1:

This is just a warning, but can be resolved by applying afpo.lc version 115.14 or higher. This is available as standalone patch 1624329 or by applying 11i.FND.C or higher minipack.

Note that another workaround for this bug is to apply the profiles package, which has also been fixed to work case insensitively, AFPPROB.pls-115.15. That can be applied to a database by just running the script as a temporary workaround, without relinking anything or pulling in afpo.lc.

[\[top\]](#)

## 9. AutoInvoice Import Program fails with 'Please correct revenue account assignment'.

Solution

Step 1:

Change the revenue account assignment to a valid revenue account assignment.

Step 2:

Run AutoInvoice Import Program again.

Step 3:

Interface to GL.

This way the AutoInvoice import program should have no problems with recognizing the new revenue account assignment for the problematic invoice.

Also see question 10 from [Note 220251.1](#)

[\[top\]](#)

## 10. AutoInvoice errors with 'Please define the item validation organization'.

Solution

Step 1:

Please define the item validation organization in the Parameters window in Order Management.

Error calling raagsp()

Error calling raaini()

In release 11i the Item Validation Organization has to be setup in the parameters window in Order Management. In previous releases the profile OE:Item Validation Organization was set instead. Check the Order Management table to see if there is a value for item validation organization in the Parameters window.

```
SQL>select master_organization_id, org_id from oe_system_parameters_all;
```

If there is not a value then find and/or install the form OEXPARAM. Then navigate to the form and give the field Item validation Organization a value.

If OM is fully installed the form should exist.

If OM is a shared install then review Note:121930.1

Set up Item Validation Organization for Shared install of OM The form can be obtained applying Patch 1289551. The library will need to be compiled and the form regenerated.

[\[top\]](#)

#### **11. AutoInvoice gives a 'No Data Found' error when rerunning AutoInvoice after a previous AutoInvoice run was 'killed'.**

Solution

Check the status and request\_id for records in the RA\_INTERFACE\_LINES table. A status of 'P' shows that the record was posted so the records should be null. If the request\_id is populated and the status is NULL then make the request\_id NULL for these records.

[\[top\]](#)

#### **12. What articles, white papers, or manuals should I read for more information on Autoinvoice?**

[\[top\]](#)

#### **13. AutoInvoice Import Errors Out Without Any Specific Error Messages In The Log**

Solution

You can run the Logfile set to 3 to find more or specific error messages. However if you do the following, AutoInvoice completes successfully

Navigation path:

Setup -> System ->System Options

Step 1. Go to Alternate Region: Invoices and Customers

Step 2. Tab down to the Auto Invoice region and increase the Max Memory to 300000

Step 3. Save

You can increase Max Memory to the extent it is required. For ex 600000 or 900000 and so on. And run AutoInvoice.

Reference:

[Note 180820.1](#)

[\[top\]](#)

#### **14. AutoInvoice From Order Entry Gives Error - Invalid Ship To Customer Id**

Solution:

Recheck primary flag for the 'Ship To' business purpose.

Reference:

[Note 169150.1.](#)

[\[top\]](#)

#### **15. ORA-1400, APP-11526 Running AutoInvoice When Inserting Into AR\_PAYMENT\_SCHEDULES**

Solution:

Check the status of the triggers AR\_PAYMENT\_SCHEDULES\_BRU and AR\_PAYMENT\_SCHEDULES\_BRI using sqlplus as the APPS user.

Check payment term validation, should be set to ID.

Reference:

[Note:178934.1](#)

[Note:186502.1](#)

[\[top\]](#)

#### **16. AutoInvoice Is Unable to Derive A GL Date for One Transaction**

Solution:

Populate GL\_DATE with a date that falls in an open period.

Reference:

[Note:178299.1](#)

[\[top\]](#)

#### **17. AutoInvoice Errors When Importing Credit Memo From Project Accounting**

Solution:

Profile AR: Use Invoice Accounting for Credit Memo Profile Option must be 'No'.

Reference:

[Note:186799.1](#)



[\[top\]](#)**18. APP-AR-11526: ORA-01427: single-row subquery returns more than one row**

Solution:

The error implies that one of the subqueries is retrieving more than one row for one or more invoices in the AutoInvoice interface table.

See Note 185872.1 which can help to identify the duplicate row(s).

Reference:

[Note:185872.1](#)

[\[top\]](#)**19. AutoInvoice Performance Is Slow**

Solution:

Ensure that all indexes for the transaction flexfield are set up

Reference:

[Note:197213.1](#)

[Note:176650.1](#)

[\[top\]](#)**20. AutoInvoice Master Program Errors with a Signal 11**

Solution:

Update the ulimit variable to 8000.

Reference:

[Note:208157.1](#)

[\[top\]](#)**21. AutoInvoice imported invoices into prior month, unable to move transactions to correct month.**

Solution:

No supported method to move transactions to current period once posted. User must either:

1. manually reverse each invoice from prior month and reimport them all into current month, or
2. create Journal Entry to move revenue, etc to current month.

Reference:

[Note:213403.1](#)

[\[top\]](#)

**22. Is it possible to reset status of order in Order Management so transaction can be imported again?**

In OM the order has been fully processed and in AR lines have been deleted by mistake in the AutoInvoice correction screen.

Solution:

You cannot reset the status of an order in OM.

The workaround is:

1. Raise a manual invoice in AR for the the invoice line that has not been invoiced or
2. If you cannot accept more than one invoice for the same order, raise a credit memo in AR to cancel the invoice already raised and raise a new manual invoice in AR for all lines of the order.

[\[top\]](#)

**23. Auto Invoice Creates Seperate Credit Memo For Freight Lines and Item Lines For RMA**

Solution:

This is the intended functionality.

Reference:

[Note:215303.1](#)

[\[top\]](#)

**24. APP-00778 invalid context field value (OE) passed to flexfield routine FDFDFA" when running AutoInvoice(RAXTRX)**

Solution:

Check ra\_interface\_lines.interface\_line\_context and profile Source Code.

Reference:

[Note:1065410.6](#)

[\[top\]](#)

## **25. Data is being rejected with invalid salesrep details**

Solution:

The transaction source has not been setup correctly. Sales Credit Validation tab needs to be setup.

Reference:

[Note:190001.1](#)

[Note:204517.1](#)

[\[top\]](#)

## **26. AutoInvoice Completed With APP-FND-01564 ORACLE error 1458 in fetch\_lines**

AutoInvoice errored with:

APP-FND-01564: ORACLE error 1458 in fetch\_lines  
fetch\_lines failed due to ORA-01458: invalid length inside variable

Solution:

Profile AR: Use Invoice Accounting For Credit Memos needs to be set to YES.

[\[top\]](#)

## **27. APP-AR-11526: ORA-01653: unable to extend table AR**

Solution:

Tablespace is full.

Use the ALTER TABLESPACE ADD DATAFILE statement to add one or more files to the tablespace indicated.

[\[top\]](#)

## **28. AutoInvoice Validation Report errors with "You cannot supply any account assignment for**

**your credit memo transaction when the system option 'Use Invoice Accounting for Credit Memos' is Yes" and "You cannot supply a blank Accounting Flexfield"**

Solution:

You have set the profile to use the Invoice accounting for the credit memo, so you do not need to populate the ra\_interface\_distributions table.

The two errors that you are getting are based on validation's that are being performed.

- a. If the profile is set for importing credit memo's to use the Accounting of the Invoice for the accounting of the Credit Memo then you should not need to populate the ra\_interface\_distributions table.
- b. The second error that you are getting is in regards to the Batch Source that is being used when importing the lines through AutoInvoice.
  - o Query the Batch Source that you are using for importing the transactions.
  - o Setup -> Transactions -> Sources
  - o Click on the Accounting Information.
  - o Is the Accounting Flexfield set for Segment or Id.
  - o If segment is checked then if you are populating the ra\_interface\_distributions\_all table the segments for your accounting flexfield will need to be populated.
  - o If id then the Code Combination ID will need to be populated.

[\[top\]](#)

## **29. AutoInvoice rejects the credit memo, error: Please correct the revenue account assignment**

Solution:

Check profile AR: Use Invoice Accounting For Credit Memos to know if autoaccounting or a certain account needs to be checked.

Reference:

[Note:169871.1](#)

[\[top\]](#)

## **30. Error messages after autoinvoicing a credit memo for RMA line.**

Solution:

Error message after autoinvoicing a credit memo for RMA line.

Errors:

1. Please complete your tax accounting flexfield (....)
2. Please correct the receivable account assignment (....)

### 3. Please correct the revenue account assignment (....)

This error occurs only for credit memo.

You need to setup a 'Credit Memo Type' associated with the 'Invoice transaction type'.

Check the following:

1. Order Management Super User responsibility  
Setup -> Transaction Types -> define  
Query the 'Transaction type'  
click on Finance tab, note down the Receivables transaction type (this we call as invoice transaction type)
2. Receivables responsibility  
Setup -> transactions -> transaction types  
Query the '(Invoice) Transaction type' defined in step 1  
Check 'Credit Memo Type' is defined for this (Invoice) Transaction type.  
If you have not done t Memo type for return lines. This set up is mandatory.

[\[top\]](#)

### 31. AutoInvoice Import Program (RAXTRX) Completes With ErLogfile

Solution:

The item validation organization is not defined in the Parameters window in Order Management.

Reference:

[Note:180202.1](#)

[\[top\]](#)

### 32. Can profile option AR: Maximum Lines For AutoInvoice Worker be changed to improve performance?

Solution:

No. Generally, unless you are running a pretty massive AutoInvoice run, you can just leave the profile set to null (and it will default 100K).

The advise is to leave profile AR: Maximum Lines For AutoInvoice Worker as default. By running the process more often (daily rather than weekly or monthly), performance will be much less of a factor.

[\[top\]](#)

### 33. Receivables is creating distributions from AutoAccounting instead of data in RA\_INTERFACE\_DISTRIBUTIONS\_ALL.

## Solution:

The combination of Interface\_line\_attribute1~15 and interface\_line\_context in ra\_interface\_lines\_all need to match with those in interface\_line\_distributions.

[\[top\]](#)

IMPORTANT: If you did not find the information you were searching for, please review the following Autoinvoice documents:

[Autoinvoice Current Issues](#)

[Autoinvoice Frequently Asked Questions \(FAQ's\)](#)

[Autoinvoice Setup and Usage Instructions](#)

[Autoinvoice AutoAccounting Setup White Paper](#)

Copyright © 2002 Oracle Corporation. All rights reserved.

Oracle is a registered trademark of Oracle Corporation. Various product and service names referenced herein may be trademarks of Oracle Corporation. All other product and service names mentioned may be trademarks of their respective owners.

Disclaimer: This document is provided for information purposes only and the contents hereof are subject to change without notice. Oracle Corporation does not warrant that this document is error-free, nor does it provide any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. Oracle Corporation specifically disclaims any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the prior written permission of Oracle Corporation.

<End\_of\_Articl <End\_of\_Articl <End\_of\_Articl <End\_of\_Articl .

---

[Bookmarks](#) [Admin](#) [Profile](#) [Feedback](#) [Sign Out](#) [Help](#)

Copyright © 2005, Oracle. All rights reserved.

[Legal Notices and Terms of Use](#) | [Privacy Statement](#)