

### 1. Record Invalid error

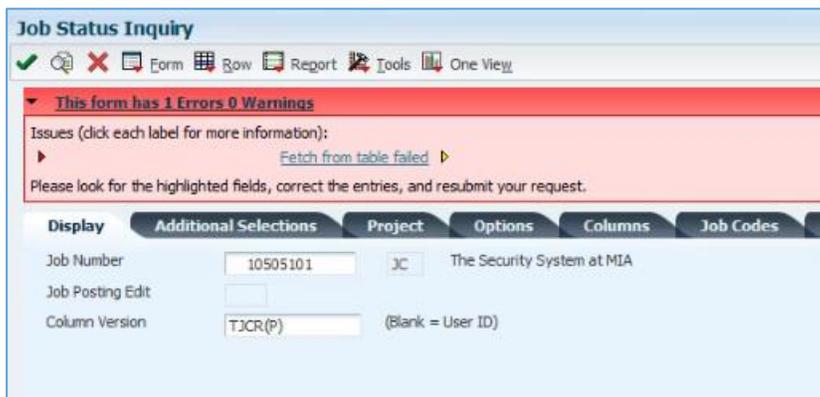


More often than not, the Record Invalid error is a cache error. Cache is cleared by:

- Log out of JDE
- Log out of Citrix
- Wait 3 minutes
- Log back on to Citrix
- Log back on to JDE

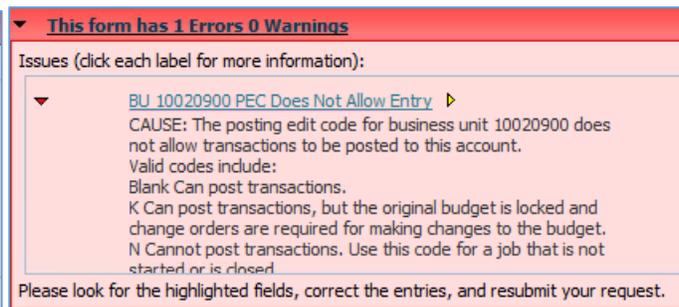
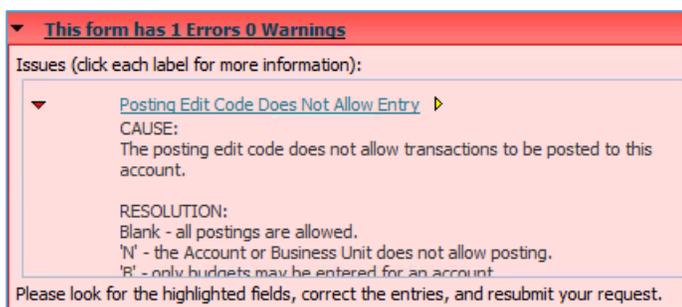
The error can be thrown legitimately when you are trying to enter information into a field and the basis for that information does not exist. For example, trying to create a Contract Billing invoice prior to creating the Contract Master. Another example is trying to enter a Business Unit in a program like the Job Status Inquiry (JSI) when the Business Unit has not been created yet. Ensure that the requisite information has been setup, then try the steps above to clear cache before submitting a Helpdesk Ticket.

### 2. Table Fetch error



The Table Fetch error is also a cache error. Use the steps listed above to clear cache (log out, wait and log in) to clear the error. If it does not clear, then submit a Helpdesk ticket.

### 3. Account Invalid error



The errors above indicate that either the Posting Edit on the Account (the error on the left), or the Posting Edit on the Job Master (the error on the right) is populated with one of the values shown below (from the Posting Edit – PE Visual Assist), that does not accept the transaction you are entering. Depending on which error you receive, check the Posting Edit on the Account via Setup Accounts on Job Master or the Posting Edit on the Job Master via the Job Master Inquiry. Both programs can be found on the Operations/Project Management Menu. Notice that Setup Accounts on Job Master also shows the Job Posting Edit, which can be used to determine the issue as well.

**Original Budget / Account Master Sequence**

Clear Form Row Tools

Display Additional Selection

Ledger Type JA

Job Number

**Job Posting Edit N**

Records 1 - 10

Code	Description
<input checked="" type="radio"/>	Allows all posting
<input type="radio"/> B	Allow post to bud ledger type
<input type="radio"/> I	Inactive account - No posting
<input type="radio"/> L	Subledger & type required-sep
<input type="radio"/> M	Machine generated trans only
<input type="radio"/> N	Non-posting
<input type="radio"/> S	Subledger & type required-blk
<input type="radio"/> U	Unit quantity required
<input type="radio"/> X	Subledger & type must be blank

G/L Date 02/29/2016

Level of Detail 9

Subledger \*

	P	M	Original Units	Original Amount
	E	C		
	B	Q		
	N	D		
	I	D		
	I	D		

**Work with Job Master**

Form Row Report Tools One View

Job Name \* Job Type JB

Company \*

Records 1 - 1

Job Number	Job Description	Co	P	Site Number
10020900			E	
10020900			N	100209

**4. Security Role Basics**

Some errors can be attributed to basic Security Role issues. For example, reports that include Payroll information will not have any data if run by people without a Payroll Level assigned (The Labor Distribution Report or LDR, for example). “Not Authorized” errors received when new employees try to access programs or reports prior to their Security Role being assigned, are another example. BU Controllers can access the link below to look at the JDE Setup of their

employees. Issues related to Reports not containing information, or for “Not Authorized” errors received by new employees should be routed to the BU Controller for initial research prior to be submitted to the Helpdesk for resolution. As a reminder, changes to Security Roles must be requested in the proper format by the BU Controller in order to be processed. Below the link is a description of the types of Security assignments.

<https://share.tutorperini.com/dept/IS/Helpdesk/layouts/15/ReportServer/RSViewerPage.aspx?rv:RelativeReportUrl=/dept/IS/Helpdesk/Reporting/Security%20Info%20by%20User.rdl>

**ALL** Security requests **must** contain the following:

- |  |  |
|--|--|
| Employee Name <b>AND JDE Address Book Number</b> –                       | <u>Example:</u> Joe Smith, #134567                 |
| Company Role (which companies the user can see information for) –        | <u>Example:</u> CMP-CVEAST (Company 1031)          |
| Security Role (which programs and reports the user can view and run) –   | <u>Example:</u> P-CONTR                            |
| Payroll Levels (which level of employee the user can view payroll for) – | <u>Example:</u> Lvl 1-3                            |
| ESS (whether the user should have access to Time Entry) –                | <u>Example:</u> ESS                                |
| Supplemental Roles (if necessary) –                                      | <u>Example:</u> D-GLSPDSTA (Global Update in Speed |
| Status Change) or D-PWP (Pay when Paid)                                  |  |

### 5. Vacation with a Cost Code

**This form has 2 Errors 0 Warnings**

Issues (click each label for more information):

- Account Number 1451.2241.00100000 is Invalid
- Account Number 1451.2241.00100000 is Invalid

Please look for the highlighted fields, correct the entries, and resubmit your request.

Records 1 - 4

Select	Time Card Status	Pay Type	Pay Type Description	Charge to Unit	Sub
<input type="checkbox"/>	Saved	1	Regular	14627900	00100000
<input type="checkbox"/>	Saved	700	Holiday Pay	14627900	00100000
<input type="checkbox"/>		800	Vacation	14627900	00100000

When completing a line of Vacation in ESS, enter the Pay Type and Charge To Business Unit, but **NO COST CODE**. When entering a Cost Code you will receive the error shown above. Remove the Cost Code from ESS Time Entry in order to resolve this error.

### 6. Customer Master/Supplier Master Information Missing error

**Contract Master Revisions**

**This form has 1 Errors 0 Warnings**

Issues (click each label for more information):

- Customer Master Information Missing
  - CAUSE: The address number entered is not found in the Customer Master file (F0301).
  - RESOLUTION: Add the address number into the Customer Master. If the address number is used in A/R and A/P, the number needs to be added to the Customer and Supplier Master separately.

Please look for the highlighted fields, correct the entries, and resubmit your request.

**Contract Header**

**This form has 1 Errors 0 Warnings**

Issues (click each label for more information):

- Supplier Master Information Missing

Please look for the highlighted fields, correct the entries, and resubmit your request.

The Customer Master Information Missing error means that the master record is not setup for Receivables. The Supplier Master Information Missing error means that the master record is not setup for Payables. Every Customer and Supplier begins with an Address Book entry. The Address Book entry then gets some additional setup to turn that Address Book entry into a Customer or Supplier (or both). If the vendor was setup as a Customer, in order to get them setup as a Vendor, a Vendor Maintenance Form (VMF) needs to be filled out, signed by the BU Controller and sent to “JDESETUP”. These errors can be resolved via an e-mail to JDESETUP asking that the Customer Master or Supplier Master Information be setup, as applicable, or with a VMF Form properly filled out and submitted to JDESETUP.

**7. Tax Issue**

When assigning a Tax Rate/Area to an Order, Voucher or Billing Contract, use the Visual Assist after assigning a Tax Explanation Code to access the Vertex program, which should pull up the correct Tax Rate/Area based on the applicable Address Book address.

Tax Expl Code: S *Sales or VAT (output) Tax*  
 Tax Rate/Area: [Search Icon]

If instead of getting the “Retrieve Geocode” screen (on the left below), you get the “Tax Rate/Area Search” screen (on the right below), this means there is an issue with the Address Book record. If the error occurs on an Order or Voucher, check the address of the Supplier Number entered to ensure it is correctly entered (City Name spelled correctly, Zip Code correct, etc.). If the error occurs on a Billing Contract, check the address of the Customer assigned to the Job in the Job Master. Send Address Book corrections to JDESETUP.

**Retrieve GeoCode**

State: MA  
 County: \*  
 City: BOSTON  
 Zip Code: 02210-33

Geo Code	County	City
220250100	SUFFOLK	BOSTON

**Tax Rate/Area Search**

Tax Rate/Area	Description	Expiration Date
CA_BC	CA- British Columbia GST/PST	12/31/2017
CA_GST	CA- GST Only	12/31/2017
CC	City Of Cupertino	12/31/2099
FT	State of Texas	12/31/2099
NO_LA	New Orleans Parish Tax	12/31/2099
PHILS	Philippine VAT Tax	12/31/2049
TAXADJ	TAX Adjustments	12/31/2099

**8. Maintenance in Progress error**

**This form has 2 Errors 0 Warnings**  Enable Error Pop-ups

Issues (click each label for more information):

- Maintenance In Progress
  - ER Details:
    - Form: P48221\_W48221B
    - Event: Grid Column Clicked
    - Line No: 9
    - Error ID: 3161
- Batch Unavailable For Requested Function
  - ER Details:

Please look for the highlighted fields, correct the entries, and resubmit your request.

Batch Number: [ ]

A/R Batches  A/P Batches  G/L Batches  All Batches

Originating User	Batch Type	G T	Batch Number	Batch Date	Total Amount	Total Documents	C A	Batch Status Description	G/L Journal Batch	G/L Jou Amount
DRAMOS	4	1	1854666	02/04/2016	5,238.24	2	2	Batch Chg'd-Rerun Jrms		

The Maintenance in Progress error occurs when a Contract Billing Batch is interrupted while cycling through the statuses required to complete the applicable action. For example, while someone is in the batch updating it, the status goes to 2 to ensure that no one else can access the same batch while it is being worked on. When the batch is complete being updated, clicking into it before the status reverts back to “0” will trigger the error. In addition, while Journal Generation is being run, the status will cycle through multiple options before returning to “0”. Clicking in it while it is cycling will trigger this error.

This error can only be cleared via the Helpdesk, however to ensure the error does not get triggered in the first place, click the Find button at the top of the screen prior to clicking in a batch that does not have a status of “0”. If the status of the Contract Billing Batch is anything other than “0”, do not enter the batch, run Journal Generation or Create A/R. If the status will not change to “0” after clicking Find several times, contact the Helpdesk. Be aware that during month, quarter and year ends, the system may experience some minor slowdowns as the entire enterprise completes the same tasks at the same time. Give the system some extra time during these times of heavy system usage.

Records 1 - 8		Customize Grid
Code	Description	
<input checked="" type="radio"/> 0	Available to process	
<input type="radio"/> 1	Generation in process	
<input type="radio"/> 2	Maintenance in process	
<input type="radio"/> 3	Journal generation in process	
<input type="radio"/> 4	Batch delete in process	
<input type="radio"/> 5	Invoice print in process	
<input type="radio"/> 6	Batch posting in process	
<input type="radio"/> 7	Selection in process	

### 9. Missing G/L Distribution when running Journal Generation

Running Journal Generation prior to creating an IB G/L Batch is a chance to preview the Journal Entry that will be created when the Create A/R is run. This is an important step that should not be skipped. In the event that your Journal Edit Register (the report produced when running Journal Generation) contains errors, the Invoice Batch should be deleted prior to running Create A/R. The error that happens most often is that the G/L Distribution (4005 – WIP Billings Account) is not listed in the Journal, creating an Out of Balance journal. If this happens with a Journal, follow the instructions on “How to Delete an Invoice prior to Running Create A/R” on the [Job Cost Training Materials](#) page. **The Billing Batch needs to be deleted and re-created prior to running Create A/R.**

R48300		Tutor Perini Corporation										Date	1/28/2016		
Batch Number		1839300										Journal Edit Register		Time	12:06:24
												Page -	1		
Document Number	Key Co	Do Ty	G/L Date	Co	Account Number	Sub-ledger	SBL Type	Account Description	Equipment Number	Employee Number	Debit Amount	Credit Amount	Offset Amount		
78642	01701	R2	1/28/2016	01701	1701.1202			A/R - Contracts				16,504,350.00-			
78642	01701	R2	1/28/2016	01701	1701.1221			A/R - Retention				868,650.00-			
Company Total													17,373,000.00-		
Document Number Total													17,373,000.00-		

### 10. Error IB Batch because batch with missing G/L Distribution had Create A/R run

If Create A/R is run when there is no G/L Distribution in the Billing Batch, when trying to post, the Batch will go into Error. In order to resolve this, Void the Invoice using the instructions on “How to Void an Invoice” on the [Job Cost Training Materials](#) page. This will create the opposite entries within the same IB Batch, leaving a \$0 batch that can then be posted. After posting the \$0 batch, re-enter the invoice ensuring that Journal Generation is run prior to Create A/R, so that errors can be found before the G/L Batch is created.

Batch Type	Batch Number	Batch Date	Batch Status	Status Description	Difference Documents	Difference Amount
IB	1436392	07/28/2015	E	Error	1-	221,405,967-

### 11. “Reserved By” Error

JD Edwards assigns a lock to Procurement and AP related transactions as a means of preventing multiple users from making simultaneous entries to the same document. This is called an “Object Reservation”. The lock is maintained until the user releases the document by clicking the “Close” button on the transaction or, by signing out of JD Edwards using the “Sign Out” button. Users may experience a “Reserved By Error” for one of two reasons: A) the document is already open in an active session and is being reopened with another JDE program, (i.e. PO Receipt for an Order and vouchering the Order concurrently) or, B) the User closed the JDE session with the Window close button, (as opposed to clicking the Sign Out button), while the PO / Voucher document is still open. When an Object Reservation occurs, you will see one of the errors below. The error on the left is from opening an Order that is already reserved, and the error on the right is from vouchering an Order that is reserved.



This error requires the Helpdesk to “delete the Object Reservation”. (Using those words and including a picture of the error when setting up your ticket will help the issue get resolved faster.) However, when encountering an Object Reservation error the first step is to close all JD Edwards applications. Verify all JDE applications are closed by clicking the “Open Application” button in the Carousel or at the top of the screen. If you still receive the error after closing all JD Edwards applications, then submit a Helpdesk ticket asking to “delete the Object Reservation” under your JDE Username.

See the documents on “Carousel” and “Properly Signing In & Out of JDE” on the [Basic Skills and Navigation Training Materials](#) page for more information.

