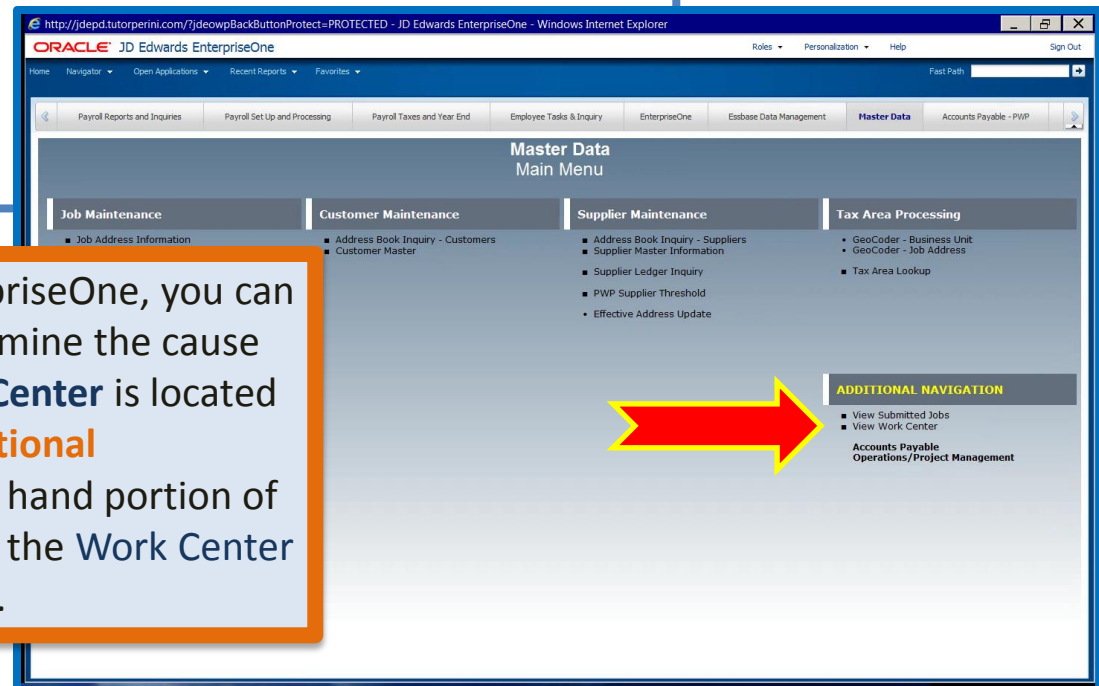
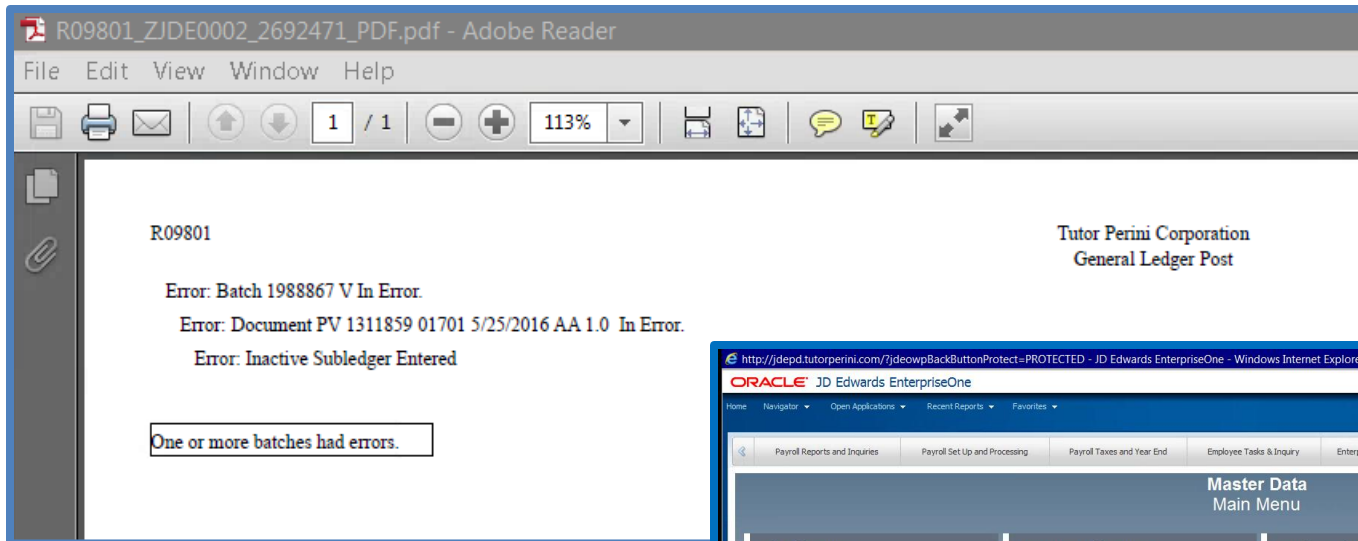


Using Work Center to investigate your Batch Errors



When you receive errors in JDE EnterpriseOne, you can use your **“Work Center”** to help determine the cause and solution of the error. Your **Work Center** is located on every Main Menu under the **“Additional Navigation”** column in the lower right hand portion of the screen. *Clicking* this link will open the **Work Center** to today’s date with today’s messages.

Using Work Center to investigate your Batch Errors

Expand the “**Personal In Basket**” (click the +) to display notifications. You will see a Job that “**Completed with Error.**” Expanding this line will open the detailed information you will need.

Work Center

Address Number / User / Role
Associated Address Number
Date 05/26/2016

Records 1 - 16

Queues

- Personal In Basket
 - Job R40211B TPC001 Completed Normally
 - Job R09801 ZJDE0008 Completed Normally
 - Job R4105Z11 TPC001 Completed With Error
 - Job R0384201B TPC001R Completed Normally
 - Job R09801 ZJDE0001 Completed Normally
 - Application Recovery for P4114
 - Job R4101Z11 TPC001 Completed With Error
 - Job R4101Z11 TPC001 Completed With Error

Personal In Basket

- Job R09801 ZJDE0002 Completed Normally
- Job R09801 ZJDE0004 Completed Normally
- Job R09801 ZJDE0002 Completed Normally
- Job R09801 ZJDE0002 Completed Normally
- Job R09801 ZJDE0002 Completed Normally
- Job R09801 ZJDE0002 Completed With Error
- File can not be accessed.
- Job R09801 ZJDE0004 Completed Normally

Work Center

Address Number / User / Role
Associated Address Number
Date 05/25/2016

Records 1 - 30

Queues

- Job R09801 ZJDE0002 Completed Normally
- Job R09801 ZJDE0002 Completed With Error
- Job R09801 ZJDE0004 Completed Normally
- Job R09801 ZJDE0002 Completed With Error
- Batch 1988867 V In Error.
- Document PV 1311859 01701 5/25/2016 AA 1
 - inactive Subledger Entered
- Job R09801 ZJDE0002 Completed Normally
- Job R09801 ZJDE0002 Completed Normally
- Job R09801 ZJDE0002 Completed Normally
- Job R09801 ZJDE0002 Completed Normally

Text1

Informational: Call From :

Contact :
Phone Number :
Tickler Date : 05/25/2016
Subject :
CAUSE. . . .You entered subledger 00039541 and subledger type W .
The Subledger that was entered

RESOLUTION . .Either change the status of the subledger to active or enter a subledger that is active.

Clicking on the appropriate line will populate the right hand panel. This will display a resolution to correct the error.

Click the Red **X** to exit the **Work Center**.

If you still cannot clear the error, enter a ticket with the Help Desk:

<http://servicedesk/SelfService/>
877-700-4005
HelpDesk@tutorperini.com