COR ERRORS AND SOLUTIONS

SORT KEY	PROCESS KEY	ERROR	PROBLEM	SOLUTION
1840R	Printing 1840 Reverses	DDeConnect error when printing 1840 Reverses.	Microsoft Error	Just ignore. Close the error report then go back to Reports and Plots – Print Report and select the 1840. The 1840 reports you were trying to print will print.
Back Up	Package Zone for Back Up	DDE Connect error when completing Package Zone for Route Adjustment process.	Microsoft Error	Process is complete - you may move on.
Generate	Generate Routes	After the generate route process, getting a COR Warning Report stating(The Service Locations for example <150067199> on Street ID <75033599> are not connected to the start location.	Disconnectivity	Correct Disconnectivities
Generate	Generate Routes	DDE Connect error when generating routes	Microsoft Error	Close the zone you are working on, then open another zone and make a change to the theming (color, delivery layer, etc.) save the map, then close that zone and go back to the other one.
Generate	Generate Routes	The starting location on street id ######### was not found. Occurs when generating routes.	Disconnectivity	Correct Disconnectivities
Import / Export	DOIS Import	Delivery Point Data has NOT been downloaded. Please try again later or contact the DOIS Help desk. Delivery Point Export is Time locked or currently in adjustment (zip:46107). Occurs when importing from DOIS.	DOIS not locked.	Wait until DOIS locks.
Import / Export	Exporting COR to DOIS	Sector -Segment/Office Time data has NOT been loaded. (Error flag) Please try again later or contact the DOIS help desk.	Scenarios have been created in DOIS after the initial import to COR and the DRS file has been deleted.	Import the ZON file for the unit you are adjusting on a different computer with COR 1.5.8 loaded on it. Do the DOIS import step. Then from the other computer that you have the completed COR Route Adjustment on and do the DOIS export.
Import / Export	Exporting COR to DOIS	Sector -Segment/Office Time data has NOT been loaded. (Error flag) Please try again later or contact the DOIS help desk.	Possible Plus 4 error	When importing DOIS into COR and exporting COR to DOIS there is a threshold on the number of Plus 4 mismatches there can be. If that number is exceeded you cannot proceed. Contact DOIS solutions for assistance.
Import / Export	Import DOIS	Various problems importing DOIS to COR - flags not equal.	Scenarios have been created in DOIS.	In DOIS - clear all scenarios by going to "Select Method for Transfer", click on Display, then click on "Clear All". Open "Create Adjustment" Scenario and click on Clear All. Completely close out of DOIS and attempt to import into COR again.

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Import / Export	Import DOIS	Various problems importing DOIS to COR - flags not equal. DOIS adjustment flag (0) does not match COR flag (1) in this zip	Adjustment not defined in DOIS or office and street times not selected or Minor Adjustment defined in DOIS and Formal Adjustment defined in COR.	In DOIS, verify that adjustment is defined and locked, office and street times have been selected and same type of adjustment is defined in both.
Import / Export	Import DOIS	"None of the AAT records have valid Inspection Adjustment ID values. DCD data will not be loaded."	Adjustment not defined in DOIS or lock date not passed.	Verify that adjustment is defined in DOIS and lock date has passed.
Import / Export	Import DOIS	"Create Timers returned and Error. DOIS 347,1"	DOI not defined in DOIS for one of the routes.	This occurs when a day of inspection has not been defined in DOIS for one or more of the routes defined in the inspection. Verify that each route defined in the inspection has a DOI defined.
Load DCD	Load DCD Data	Delivery time in the DCD does not match the delivery time in the AAT.	Incorrect or missing plus 4s.	The route(s) with a delivery time variance should be identified on the Delivery Data Statistics Report when you run validate delivery data. Once you have identified the routes, edit the routes in the 3999 editor looking for any odd or missing +4s. These are most often the culprits. Once you have identified the suspect plus 4(s) – change them to the correct plus 4(s). You can identify the correct plus 4's by reviewing the 3999 in DOIS or by looking in the alternate address table in the vicinity of the plus 4 before and after the incorrect plus 4.
Load DCD	Load DCD Data	Error Street record 9######) no longer exists. (Occurs when loading the DCD data.) Delivery time in the DCD does not match the delivery time in the AAT.	Manually moved deliveries not associated with correct street segments.	Error occurred because segments were manually moved and not associated with correct streets. Notate the Street ID number. Open alternate address table. Top of screen choose dataview – fields – show all, then click ok. Scroll to right after Lat Lon Segment column is delivery location id. With working set to delivery layer locate del loc ID. Zoom to selection. Using delivery location toolbox – move deliveries and click on correct street. Update delivery location layer when complete.
Load DCD	Load DCD Data	Delivery time in the DCD does not match the delivery time in the AAT.	Missing street segments caused by NDCBUs or Centralized delivery not properly coded in AAT during Dataprep process.	Switch working layer to delivery layer. Open a new dataview and sort by Del Loc Id. Locate missing ID and select. Zoom to selection and associate with street. Locate Id in AAT and correct entries. Once completed, update delivery location layer.

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Load DCD	Load DCD Data	Times or possible number of deliveries in DCD file do not match AAT.	Missing or incorrect data in the DCD file.	This sometimes occurs through editing of the 3999 in DOIS. Review the DCDXXXXX.dat file for missing or incorrect data. Compare against a blank manual 3999 printed from DOIS if necessary. The asterisks on the DCD Statistics Report.
Load DCD	Load DCD Data	Load DCD Data Route Conflicts - Tagging errors.	Update Delivery location table was not run.	Error occurred afer NDCBU deliveries were grouped in the AAT and the update delivery location table process was not run. Solution was to review AAT an make any necessary corrections, drop delivery layer, recreate delivery location table, address match, and update delivery location table.
Load DCD	Load DCD Data	Times or possible number of deliveries in DCD file do not match AAT.	Missing street segments. NDCBU was not properly coded in AAT during dataprep process.	Switch working layer to delivery layer. Open up a new dataview and sort by Del Loc Id. Locate missing Id and select. Zoom to selection and associate with street using delivery location toolbox. Locate Id in AAT and correct entries. Once completed update delivery location layer.
Load DCD	Load DCD Data	ERROR One or more records in the DCD file has a missing plus 4. Please correct and rerun procedure.	Missing plus 4(s) in the DCD file.	Review each 3999 in COR with the 3999 Editor looking for missing plus 4s. Match against manual 3999 from DOIS to correct.
Route 0	Initialize Routes	Route ID 0 is created	AMS assigns new deliveries to a phantom route 0 when zones are locked for adjustment.	Assign the deliveries assigned to Route ID 0 the the first route in numerical order.
Route 0	Various	Model Route 0 appears.	Unknown	One way disconnectivities can also cause this error. Will also cause the times on 1840 Reverses to conflict with the Adjusted Route Summary Report.
Transfer	Computer locks when using Transfer Tool	Model Route 0 appears.	Unknown	Check the ATT for model route 0. There should not be anything assigned to Model Route 0. Sometimes when the computer freezes up when you are transferring territory with the transfer tool it creates a Model Route 0. After you close down and re open the zone, the deliveries being transferred will show up as assigned to model route 0 in the adjusted route summary. They have to be moved back to the right route. Delete the model route 0 from the alternate address table. You can locate the deliveries assigned to Model Route 0 by using the select by condition tool - [Model Route] = "0". Then use the territory transfer toolbox to move the deliveries to the correct route.
Transfer	Territory Transfers	The Adjusted Route Summary does not match the 1840 Reverse.	Errors when using the territory transfer tool.	The 1840 Reverses contain the data that is exported back to DOIS and are the actual times.
Transfer	Territory Transfers	SEG/SWAP Error when trying to open the transfer toolbox	Unknown	Close out of COR and reboot system.

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Travel	Build Travel Network	DDE Connect error when completing Build Travel Network process.	Microsoft Error	Process is complete - you may move on.
Travel	Build Travel Network or Generating Lines of Travel	RouteSmart System Error 160. Segment not found in the travel network. DESCRIPTION |From node = 1003, |To node = 998 |Zip code = XXXXXXXXX CORRECTIVE ACTION Contact system support.	Disconnectivity	|Zip Code = XXXXXXXXX is actually the Blockface ID. Switch working layer to blockface. Open dataview and sort by id - (first column). Find ID matching |Zipcode from error message. Switch dataview to selection and open selection tool. Aoom to selection and correct follwoing travel network connectivity directions. Chapter 2 in the users manual page 20 - 24.
Travel	Build Travel Network or Generating Lines of Travel	Warning (for turn exception) : cannot find arc < 48007443 >.	Disconnectivity caused by NAVTEQ turn exceptions on streets that have been edited in some way.	Edit Turn Exceptions. Once you click on the select street button all of the turn exceptions will appear. Delete the unnecessary turn exceptions by selecting them and entering -1.
Travel	Editting Lines of Travel	"ERROR: Can not find blockface <44684707> in the layer <Blockface>."	COR user did not follow check list after using map editting tool.	Blockface layer was not created after map editing tool was used. At any time during the adjustment process if a user goes back to a prior step the items on the checklist following that step must be repeated as well.
Travel	Generate Lines of Travel	Segment not found in the travel network, description from node = ### to node = ### zip code = #####. Corrective action contact system support. Occurs when Generating Lines of Travel.	Unknown	Try generating lines of travel without priority - usually clears the problem.
Travel	Generate Lines of Travel	Cannot create LOT. Error message states missing arc.	Disconnectivity	Correct Disconnectivities
Travel	Generate Lines of Travel	RouteSmart System Error 1100. Not all are assigned to a super component. Then the route numbers involved and the partitions are listed. CORRECTIVE ACTION contact system support.	Disconnectivity caused when perimeter around zone selected is not large enough.	Locate disconnectivities along outskirts and correct.
Travel	Generate Lines of Travel	RouteSmart System Error 1100. Not all are assigned to a super component. Then the route numbers involved and the partitions are listed. CORRECTIVE ACTION contact system support.	Can also occur when not all street segments have been assigned a class or there are blank fields in the Street Attributes.	With the working layer as streets, open a street dataview and sort by class. Locate street segments without a designated class and assign one. To correct the missing fields in the Street Attributes edit Street Attributes entering data in each field. Be sure to apply Street Attributes and build a new travel network after each is completed.

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Travel	Generate Lines of Travel	RouteSmart System Error: 1079 Infeasible Problem DESCRIPTION 1=>exogenous flow into node during initialization, 2=>exogenous flow out of node during initialization, 3=>ascent still possible, 4=>no breakpoint, 5=>shortest path problem, 6=>dual cost can be increased without bound, 7=>infeasible, 8=>problem after ascnt1/ascnt2, Error type = 4. CORRECTIVE ACTION Contact system support.	Disconnectivities	Check for disconnectivities along outskirts of delivery unit, possibly one-way disconnectivities. Also may be related to missing street attributes.
Travel	Generate Lines of Travel	RouteSmart System Error: 14. Number of arcs in the travel network exceeds the maximum allowed. |Maximum number of arcs allowed = 24000. |Number of arcs desired = 24304. CORRECTIVE ACTION contact system support.	Too many street segments in the zone.	The issues with the Arc errors are created because the number of streets in the database exceeds what RouteSmart allows. It can usually be corrected by building a second Travel Network that encompasses a smaller geographic area. It should work.
Travel	Generate Lines of Travel	Routesmart system error: 1021. No parking locations could be found for some supercomponent.	This error often occurs when there are not sufficient locations (streets) to park.	Check your street attributes and make sure that you have correctly set the Attributes to allow parking on most of the streets. Do they read "0" or "1"? If you need to change those, you have to re-run the Travel Network before generating the new LOTs. The other case where this occurs is when there is a blockface that is marked as Walking and the volumes for that one blockface exceed the restrictions that you have set for Relay Weights. Try running it with a huge number (100 pounds) and if it runs it is probably this situation. You will need to look at the Travel Path to find the blockface that is creating the issue.
Travel	Generate Lines of Travel	RouteSmart System Error 2. The number of centerlines out of a node in the travel path network exceeds the maximum allowed. DESCRIPTION MAXMAD is too small. |GIS node number = 1286. Maximum centerlines allowed out of a node = 20. CORRECTIVE ACTION Contact customer support.	Mail volume weight for deliveries assigned to a blockface exceeds maximum satchel weight with maximum relays from park point.	This can occur when blockface has high rise apartments or condensed deliveries such as Condos that are coded as park & loop. May be possible to increase the satchel weight to 100 plus pounds or change delivery mode to driving.

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Travel	Generate Routes or Build Travel Network	Turn Exception Warning - Street IDs indicate the missing street(s).	Street segments that were part of a turn exception no longer exist.	Directions for solving these errors are printed on the error report generated.
Travel	Generating or editting Lines of Travel	"ERROR: Can not find blockface <44684707> in the layer <Blockface>."	Duplicate Geography & street was not listed as deletion candidate.	Deliveries were associated with street segment underneath another street segment. Duplicate street segment was identified and deleted revealing the street segment to which the deliveries were associated with. Drop delivery layer, create del loc layer, address match, update delivery location table, create blockface layer, rebuild travel network and continue.
Travel	Generating or editting Lines of Travel	RouteSmart System Error 71 Unable to locate arc for record stored in DELSEG.DAT	Missing Street Segment	Check for disonnectivities and duplicate geography.
Verify Plus4	Verify Plus4 on Single Route	Street segment identified as being tagged to street segments assigned to different routes.	Street segment is actually in different ZIP Code.	Error occurred when addresses were manually moved and associated with wrong street. Solution was to manually move the addresses again and associate to correct street then update delivery location.