

Acq-21 Banner/FRS Export Service error

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 18.01
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Description:

I am trying to test the acq-21 Banner/FRS Export Service on our production server.

The first time I ran the service I chose NO for Update database. The service ran but the output file is empty. It gives me an error in the log file:

unable to find BANNER vendor id - Invoice <invoice number>

I ran it a second time choosing YES for update. It did update the invoice to PAID, but the output file is still empty with the same error in the log file:

“unable to find BANNER vendor id - Invoice <invoice number>”

Can you tell me what that error message means and what I need to change in order to get an output file.

Resolution:

There are two conditions that cause this error to occur:

- 1) The Vendor record associated with the Invoice isn't found, or
- 2) The Vendor record is found, but the Material Type field on the Vendor record is blank.

In this case, the problem is the empty Material Type field on the Vendor record.

- **Article last edited:** 10/8/2013