



## ■ News March 2006

27.03.200627.03.2006.19

[<< back](#)

### Tips & Tricks – Error messages in TecLocal and what they mean

Does it ever happen that communication with your supplier is disturbed or that you used a wrong article number? You got an error message as a pop-up in your TecLocal! This edition of Tips & Tricks summarizes the most important error messages for you, explains what they mean and gives you ideas on how to fix them.

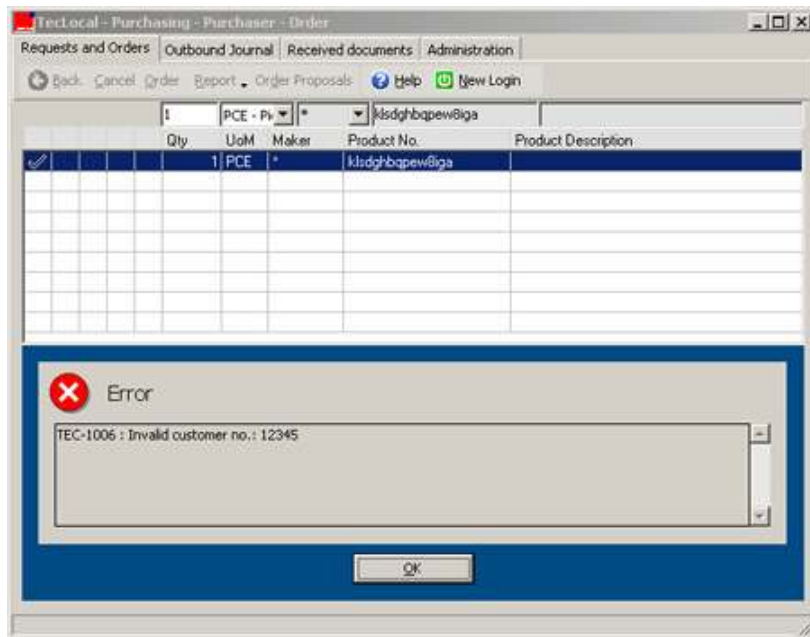
#### The most common error messages

- **Error code:** TEC-0  
**Error text:** An unspecified problem has occurred during the attempt to set up communications between TecCom and the supplier. You can query the status of the transaction using the Follow-Up function in the Outbound Journal.  
**Explanation/What to do:** Mark the order in the Outgoing Journal with a check mark. Click on Inquiry. The process will be restarted and, if possible, continued past the interruption but this does not send a second order. For an ongoing problem you will receive the same error message again. In this case please try again later or contact TecCom or the supplier. If the process continued you will receive the related answers from the supplier.
- **Error code:** TEC-50  
**Error text:** Unable to forward message to recipient  
**Explanation/What to do:** The supplier is currently not available. Please try again later.
- **Error code:** TEC-201  
**Error text:** Invalid TecCom-id or password %  
**Explanation/What to do:** Look under Administration - Extras - TecCom to check your Tec-ID and your password. If you have forgotten your password, our support staff will be happy to help you.
- **Error code:** TEC-209  
**Error text:** Message nos. not in ascending order  
**Explanation/What to do:** This problem can occur if the connection is interrupted during the process. Restart TecLocal.
- **Error code:** TEC-654  
**Error text:** No entry found in partner table  
**Explanation/What to do:** The entry under Administration - My TecCom - Partner is not identical with the entries at the supplier. Check your data and ask the supplier if necessary.
- **Error code:** TEC-1002  
**Error text:** Supplier unable to process request/order  
**Explanation/What to do:** This error message can have a number of causes. Please ask your supplier.
- **Error code:** TEC-1003  
**Error text:** Line item not accepted  
**Explanation/What to do:** This error can occur if a supplier has minimum order quantities, for example. Check your data and ask the supplier if necessary.

- ▶ Home
- ▶ Company
- ▶ Products&Services
- ▶ News&Press
- News
- Newsletter
- Events
- Archiv
- Press
- ▶ TecCom Users
- ▶ CAP-Standard

- Error code:** TEC-1004  
**Error text:** Order not created - line items not available or errored  
**Explanation/What to do:** This error occurs when the supplier does not accept the complete order due to an error, i.e. if an article cannot be delivered and you request complete delivery. Check your data and ask the supplier if necessary.
- Error code:** TEC-1005  
**Error text:** There was a problem not specified in detail while trying to access the supplier ERP. You can query the status of transaction by using the function Follow-Up in the Outbound Journal.  
**Explanation/What to do:** The order arrived at the supplier but the connection to his merchandise management system is not working. In the Outgoing Journal mark the order with a check mark and click on Inquiry. The process will be restarted and, if possible, continued past the interruption but this does not send a second order. For an ongoing problem you will receive the same error message again. In this case please try again later or contact TecCom or the supplier. If the process continued you will receive the related answers from the supplier.
- Error code:** TEC-1006  
**Error text:** Invalid customer no.: %  
**Explanation/What to do:** The settings in the suppliers MMS system have an error. Please contact your supplier to have him correct it.
- Error code:** TEC-1007  
**Error text:** Material master does not contain product: %  
**Explanation/What to do:** The article number you used is not available in the supplier's master catalog.
- Error code:** TEC-1009  
**Error text:** Total delivery impossible - at least one line item unavailable  
**Explanation/What to do:** This error occurs when you request a complete delivery and at least one article is not currently available.

#### Example of Error Message 1006:



The character “%” takes the place of the data you entered, i.e. the article number. You can get more information about the current order or inquiry when an error occurs by looking in the tab “Answer” in the Outgoing Journal. In addition to the error messages above, there are several others that are seen rarely.

The TecCom Help Desk is available to answer questions and help fix the errors – e-mail [support@teccom.de](mailto:support@teccom.de) and telephone +49 (0)1805 – 65 65 56.

