Example Resource ID Error Resolution

	Submission Id	Pulse UserId	Email	Date From	Date To	Number of Retries	Unique Message Id (PULSE generated)	Message Id	Project Id	Error Response
1	548389	24545	josh.brooks@havas.com	2018-08-06	2018-08-12	700	1932408			Unable to retrieve the resource id for userid : 24545

Check the list of issues to see if there are numerous lines for one person.

Check the user's Agresso resource to see if it is valid. If not contact the resource administration contact to amend so that it is valid up to and including today (or longer if the error will not be processed today).
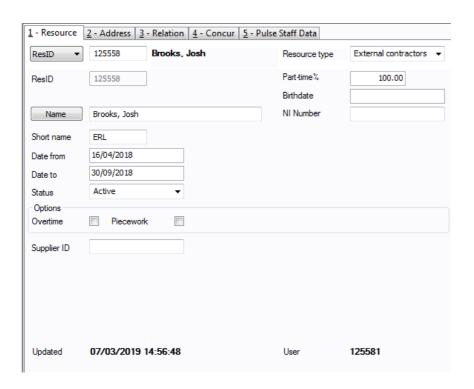
Example 1

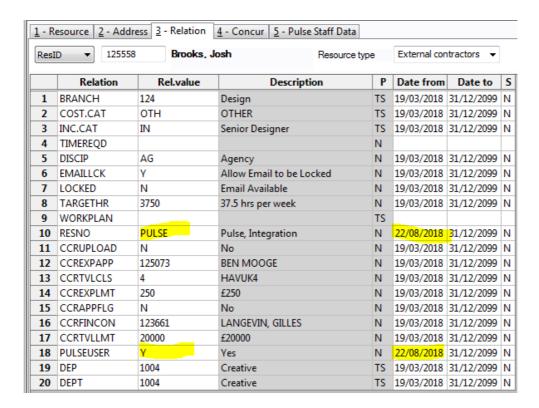The user Josh Brooks is on the error list 4 times:

	Submission Id	Pulse UserId	Email	Date From	Date to	Number of Retries	Unique Message Id	Error Response
1	548389	24545	josh.brooks@havas.com	06/08/2018	12/08/2018	700	1932408	Unable to retrieve the resource id for userid : 24545
4	548399	24545	josh.brooks@havas.com	13/08/2018	19/08/2018	700	1931494	Unable to retrieve the resource id for userid : 24545
7	506854	24545	josh.brooks@havas.com	28/05/2018	03/06/2018	700	1608927	Unable to retrieve the resource id for userid : 24545
8	506856	24545	josh.brooks@havas.com	16/04/2018	22/04/2018	700	1608925	Unable to retrieve the resource id for userid : 24545

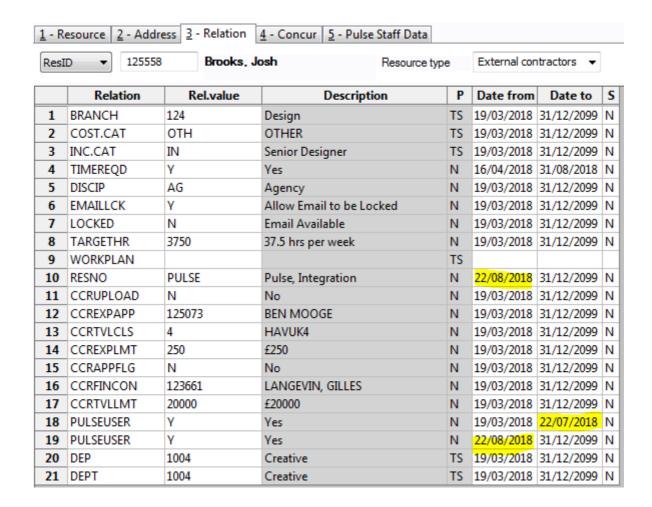The earliest date is 16 April 2018 and the latest is 12 August 2018

His resource end date is 30 September 2018, which would prevent this from being resubmitted successfully as it is earlier than today (13th June 2019)

The relation dates on his resource are fine except for the RESNO Pulse relation and the PULSEUSER relation, which start on 22 August 2018

	Relation	Rel.value	Description	P	Date from	Date to	S
1	BRANCH	124	Design	TS	19/03/2018	31/12/2099	N
2	COST.CAT	OTH	OTHER	TS	19/03/2018	31/12/2099	N
3	INC.CAT	IN	Senior Designer	TS	19/03/2018	31/12/2099	N
4	TIMEREQD			N			
5	DISCIP	AG	Agency	N	19/03/2018	31/12/2099	N
6	EMAILLCK	Y	Allow Email to be Locked	N	19/03/2018	31/12/2099	N
7	LOCKED	N	Email Available	N	19/03/2018	31/12/2099	N
8	TARGETHR	3750	37.5 hrs per week	N	19/03/2018	31/12/2099	N
9	WORKPLAN			TS			
10	RESNO	PULSE	Pulse, Integration	N	22/08/2018	31/12/2099	N
11	CCRUPLOAD	N	No	N	19/03/2018	31/12/2099	N
12	CCREXPAPP	125073	BEN MOOGE	N	19/03/2018	31/12/2099	N
13	CCRTVLCLS	4	HAVUK4	N	19/03/2018	31/12/2099	N
14	CCREXPLMT	250	£250	N	19/03/2018	31/12/2099	N
15	CCRAPPFLG	N	No	N	19/03/2018	31/12/2099	N
16	CCRFINCON	123661	LANGEVIN, GILLES	N	19/03/2018	31/12/2099	N
17	CCRTVLLMT	20000	£20000	N	19/03/2018	31/12/2099	N
18	PULSEUSER	Y	Yes	N	22/08/2018	31/12/2099	N
19	DEP	1004	Creative	TS	19/03/2018	31/12/2099	N
20	DEPT	1004	Creative	TS	19/03/2018	31/12/2099	N

If we expand the history on his resource relations (press F7 twice) we can see that the RESNO Pulse relation still starts on 22 August 2018, but the PULSEUSER relation starts on 19 March 2018. However, the PULSEUSER relation then ends on 22 July 2018 and doesn't start again until 22 August 2018, which means there is a gap in the relation dates. If the same relations are repeated on a resource, the end date of the first instance and start date of the next repetition should be consecutive, with no date gaps.

	Relation	Rel.value	Description	P	Date from	Date to	S
1	BRANCH	124	Design	TS	19/03/2018	31/12/2099	N
2	COST.CAT	OTH	OTHER	TS	19/03/2018	31/12/2099	N
3	INC.CAT	IN	Senior Designer	TS	19/03/2018	31/12/2099	N
4	TIMEREQD	Y	Yes	N	16/04/2018	31/08/2018	N
5	DISCIP	AG	Agency	N	19/03/2018	31/12/2099	N
6	EMAILLCK	Y	Allow Email to be Locked	N	19/03/2018	31/12/2099	N
7	LOCKED	N	Email Available	N	19/03/2018	31/12/2099	N
8	TARGETHR	3750	37.5 hrs per week	N	19/03/2018	31/12/2099	N
9	WORKPLAN			TS			
10	RESNO	PULSE	Pulse, Integration	N	22/08/2018	31/12/2099	N
11	CCRUPLOAD	N	No	N	19/03/2018	31/12/2099	N
12	CCREXPAPP	125073	BEN MOOGE	N	19/03/2018	31/12/2099	N
13	CCRTVLCLS	4	HAVUK4	N	19/03/2018	31/12/2099	N
14	CCREXPLMT	250	£250	N	19/03/2018	31/12/2099	N
15	CCRAPPFLG	N	No	N	19/03/2018	31/12/2099	N
16	CCRFINCON	123661	LANGEVIN, GILLES	N	19/03/2018	31/12/2099	N
17	CCRTVLLMT	20000	£20000	N	19/03/2018	31/12/2099	N
18	PULSEUSER	Y	Yes	N	19/03/2018	22/07/2018	N
19	PULSEUSER	Y	Yes	N	22/08/2018	31/12/2099	N
20	DEP	1004	Creative	TS	19/03/2018	31/12/2099	N
21	DEPT	1004	Creative	TS	19/03/2018	31/12/2099	N

This example shows PULSEUSER Y twice and there is a date gap between the first instance and the second instance.
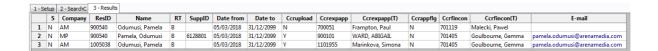
Contact the Resource administrator to request that the end date on the front of the resource be removed temporarily and that the relation date from for RESNO Pulse be set back to 16 April 2018

Also ask the Resource administrator to examine the PULSEUSER relations so that they can explain what this means and how the data can be corrected.

When the resource has been amended, sync to pulse and resubmit the lines in the error list. If the error dates clears from the list the resource end date on the front screen can be amended back to the original date and the start of the relations that were changed can be amended back also. Note: this should be done after waiting for 15 minutes so that the error does not get picked up again on refresh.
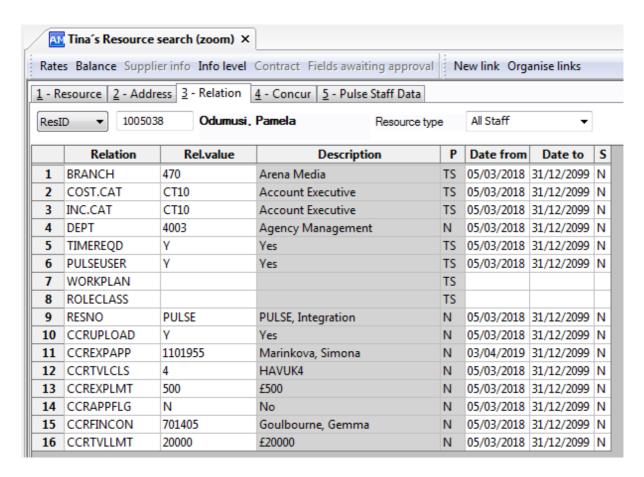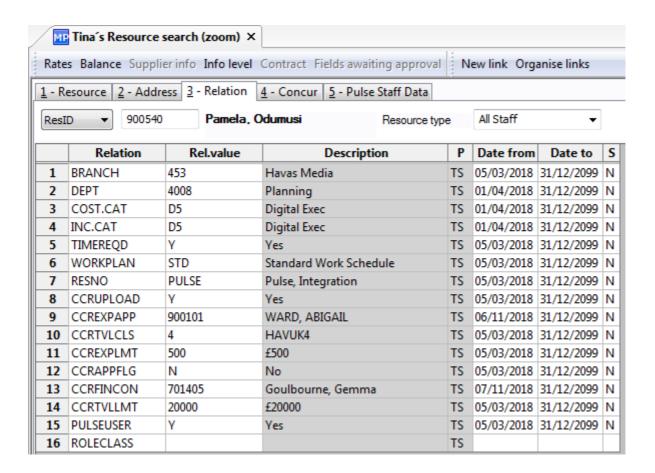
Example 2

	Submission Id	Pulse UserId	Email	Date From	Date to	Number of Retries	Error Response
9	809998	24708	pamela.odumusi@arenamedia.com	28/01/2019	03/02/2019	701	More than one row found in agresso users for : 24708
10	810002	24708	pamela.odumusi@arenamedia.com	04/02/2019	10/02/2019	701	More than one row found in agresso users for : 24708
11	810005	24708	pamela.odumusi@arenamedia.com	11/02/2019	17/02/2019	701	More than one row found in agresso users for : 24708
12	942828	24708	pamela.odumusi@arenamedia.com	18/02/2019	24/02/2019	700	More than one row found in agresso users for : 24708
13	942831	24708	pamela.odumusi@arenamedia.com	25/02/2019	03/03/2019	700	More than one row found in agresso users for : 24708
14	942834	24708	pamela.odumusi@arenamedia.com	04/03/2019	10/03/2019	700	More than one row found in agresso users for : 24708
15	942835	24708	pamela.odumusi@arenamedia.com	11/03/2019	17/03/2019	700	More than one row found in agresso users for : 24708
16	942836	24708	pamela.odumusi@arenamedia.com	18/03/2019	24/03/2019	700	More than one row found in agresso users for : 24708
17	942847	24708	pamela.odumusi@arenamedia.com	25/03/2019	31/03/2019	700	More than one row found in agresso users for : 24708
18	952226	24708	pamela.odumusi@arenamedia.com	01/04/2019	07/04/2019	700	More than one row found in agresso users for : 24708
19	952248	24708	pamela.odumusi@arenamedia.com	08/04/2019	14/04/2019	700	More than one row found in agresso users for : 24708
20	952259	24708	pamela.odumusi@arenamedia.com	15/04/2019	21/04/2019	700	More than one row found in agresso users for : 24708
21	952319	24708	pamela.odumusi@arenamedia.com	22/04/2019	28/04/2019	700	More than one row found in agresso users for : 24708
22	952332	24708	pamela.odumusi@arenamedia.com	29/04/2019	05/05/2019	700	More than one row found in agresso users for : 24708
23	952339	24708	pamela.odumusi@arenamedia.com	06/05/2019	12/05/2019	700	More than one row found in agresso users for : 24708
24	961897	24708	pamela.odumusi@arenamedia.com	13/05/2019	19/05/2019	700	More than one row found in agresso users for : 24708

This person has 3 active resources in Agresso.

	S	Company	ResID	Name	RT	SuppID	Date from	Date to	Ccrupload	Ccrexpapp	Ccrexpapp(T)	Ccrappflg	Ccrfincon	Ccrfincon(T)	E-mail
1	N	AM	900540	Odumusi, Pamela	B		05/03/2018	31/12/2099	N	700051	Frampton, Paul	N	701119	Malecki, Pawel	
2	N	MP	900540	Pamela, Odumusi	B	6128801	05/03/2018	31/12/2099	Y	900101	WARD, ABIGAIL	N	701405	Goulbourne, Gemma	pamela.odumusi@arenamedia.com
3	N	AM	1005038	Odumusi, Pamela	B		05/03/2018	31/12/2099	Y	1101955	Marinkova, Simona	N	701405	Goulbourne, Gemma	pamela.odumusi@arenamedia.com

2 of these resources are set to upload to Pulse .

AM Tina's Resource search (zoom) ✕

Rates Balance Supplier info Info level Contract Fields awaiting approval   New link Organise links

1 - Resource | 2 - Address | 3 - Relation | 4 - Concur | 5 - Pulse Staff Data

ResID ▼   1005038   **Odumusi, Pamela**   Resource type   All Staff ▼

	Relation	Rel.value	Description	P	Date from	Date to	S
1	BRANCH	470	Arena Media	TS	05/03/2018	31/12/2099	N
2	COST.CAT	CT10	Account Executive	TS	05/03/2018	31/12/2099	N
3	INC.CAT	CT10	Account Executive	TS	05/03/2018	31/12/2099	N
4	DEPT	4003	Agency Management	N	05/03/2018	31/12/2099	N
5	TIMEREQD	Y	Yes	TS	05/03/2018	31/12/2099	N
6	PULSEUSER	Y	Yes	TS	05/03/2018	31/12/2099	N
7	WORKPLAN			TS			
8	ROLECLASS			TS			
9	RESNO	PULSE	PULSE, Integration	N	05/03/2018	31/12/2099	N
10	CCRUPLOAD	Y	Yes	N	05/03/2018	31/12/2099	N
11	CCREXPAPP	1101955	Marinkova, Simona	N	03/04/2019	31/12/2099	N
12	CCRTVLCLS	4	HAVUK4	N	05/03/2018	31/12/2099	N
13	CCREXPLMT	500	£500	N	05/03/2018	31/12/2099	N
14	CCRAPPFLG	N	No	N	05/03/2018	31/12/2099	N
15	CCRFINCON	701405	Goulbourne, Gemma	N	05/03/2018	31/12/2099	N
16	CCRTVLLMT	20000	£20000	N	05/03/2018	31/12/2099	N

Rates Balance Supplier info Info level Contract Fields awaiting approval   New link Organise links

1 - Resource | 2 - Address | 3 - Relation | 4 - Concur | 5 - Pulse Staff Data

ResID ▼ 900540   **Pamela . Odumusi**   Resource type   All Staff ▼

	Relation	Rel.value	Description	P	Date from	Date to	S
1	BRANCH	453	Havas Media	TS	05/03/2018	31/12/2099	N
2	DEPT	4008	Planning	TS	01/04/2018	31/12/2099	N
3	COST.CAT	D5	Digital Exec	TS	01/04/2018	31/12/2099	N
4	INC.CAT	D5	Digital Exec	TS	01/04/2018	31/12/2099	N
5	TIMEREQD	Y	Yes	TS	05/03/2018	31/12/2099	N
6	WORKPLAN	STD	Standard Work Schedule	TS	05/03/2018	31/12/2099	N
7	RESNO	PULSE	Pulse, Integration	TS	05/03/2018	31/12/2099	N
8	CCRUPLOAD	Y	Yes	TS	05/03/2018	31/12/2099	N
9	CCREXPAPP	900101	WARD, ABIGAIL	TS	06/11/2018	31/12/2099	N
10	CCRTVLCLS	4	HAVUK4	TS	05/03/2018	31/12/2099	N
11	CCREXPLMT	500	£500	TS	05/03/2018	31/12/2099	N
12	CCRAPPFLG	N	No	TS	05/03/2018	31/12/2099	N
13	CCRFINCON	701405	Goulbourne, Gemma	TS	07/11/2018	31/12/2099	N
14	CCRTVLLMT	20000	£20000	TS	05/03/2018	31/12/2099	N
15	PULSEUSER	Y	Yes	TS	05/03/2018	31/12/2099	N
16	ROLECLASS			TS			

There is only one Pulse account for this user.

Pamela Odumusi	Havas Media UK	Havas Worldwide	pamela.odumusi@arenamedia.com	Havas Media Timesheet Group	General User	Invite-only	✏ ↺ ⓘ 🗑

Email the Resource administration contact and ask them to look into the reason why this person has 3 resources. Get them to close the resources that are not required. When this has been done, sync to pulse and resubmit the error line.