

How to resolve OP program kicks me back to menu

When I try to go into Order Processing the program kicks me back to the menu.

Do not confuse this problem with a similar but very different problem where you are able to get into the OP program but it kicks you out when you enter an order line. See a separate procedure if you can get into the OP program but get kicked out when entering an order line.

Get all users out of Order Processing. Then go to **PD** and select **DU**.

Command: **SE BSOP.DIRECTORY**

It Should then say "Using BSOP.DIRECTORY"

Command: **SNQ**

Command: **UN ***

Command: **SQ**

Command: **DE *\$***

File not Empty - Are you Sure? **Y** (provided the file name is like a terminal name for example BSOP.\$SYSLOGA.DATA with a RLEN of 325 and a KLNE of 8)

Command: **DE ****

Same rules as used to delete the \$ work files as explained above.

Command: **EN**

This procedure should be followed by an unlock of everything, meaning go to:

PD then **BKU**, select **ROL**, then run **ALF** which won't take long, then run **ALR** which can take from 15 minutes to an hour depending on the size of your files. If you cannot do this long procedure just now, do it after hours.

What the entire procedure accomplishes is to clean out the order processing work files because one of the work files had a problem. If you know the order number that was being processed go to **OP** then **SA** and check the order header for this order number. The status will probably be blank and should be changed to **H**. Also, the number of lines probably is zero, and you will have to look in the order detail file to determine the number of lines, and then maintain this into the order header. If no lines exist, you should maintain the status in the order header to **K** and make all the money fields **zero** and make the BOPBIU flag **Y**.