

HD0028 'PDF File not in Mastercom Folder'

Power Broker displays a "**PDF File not in Mastercom Folder**" when a document is not found in MASTERCOM's "**\\EMAIL\\AL3MAIL\\AttachmentsRecd**" folder. See sample below.



The document is not found because when an insurance company downloads the same document twice, MASTERCOM renames the second document, adding "**_DUP_001**" to the document name.

To find the insurance company that has downloaded a duplicate, display the "**eDocsListing.txt file**" by clicking Start, "All Programs", "BrokerEDIPC E-Mail-EDI Engine .NET", "1 - CSIONet Msg Status & Logs", click the XML checkbox and click <eDocs Rec'd> button.

eDocsListing.txt File

Backup File Date: Wednesday, June 13, 2018

Current Date and Time: Wednesday, June 13, 2018 11:15:51 AM

ECON,PCH,AUTO,20341256 JONA ENG ,20341256-Broker-JONA ENG-06_08_2018-PDX34916234.PDF

ECON,PCH,AUTO,20341256 JONA ENG ,20341256-Broker-JONA ENG-06_08_2018-PDX34916234.PDF

As you can see above, Economical has downloaded the document "20341256-Broker-JONA ENG-06_08_2018-PDX34916234.PDF, twice.

You should go to the "**\\EMAIL\\AL3MAIL\\AttachmentsRecd**" folder and remove the duplicate named document.