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## Introduction

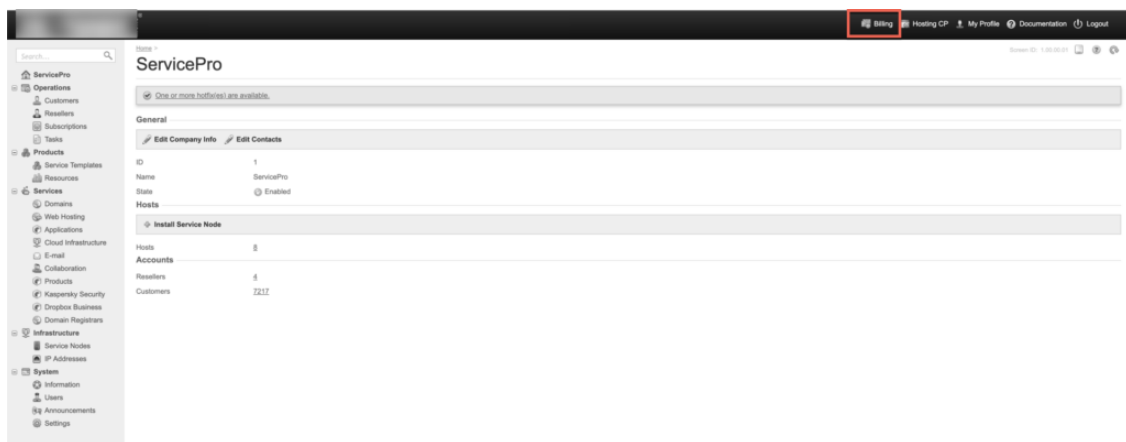
Orders that are processed in the CloudBlue Commerce and integrated with Connect might require special attention following Connect maintenance periods.

Depending on the CloudBlue Commerce configuration specifics, some orders can be marked as *failed* (following Connect’s maintenance periods) and require attention of the operator, who will need to re-submit those orders. This article lists a number of well-known cases that require special attention in different Commerce Management systems that Connect can integrate with.

## Resubmitting Failed Orders

CloudBlue Commerce (a.k.a. “Odin Automation” or “OSA” or “OA”) may mark orders as **failed and stop retrying** in case API of the fulfillment system is not responding. Due to the nature of the planned maintenance, CloudBlue Connect APIs will not provide any response during that process, thus some orders might get stuck in the Commerce queue.

To handle such case, Commerce has a special feature for **mass resubmit orders**. Such orders may be originated from direct customers or resellers. Note that this article is written from the Service Provider perspective, which requires access to the Provider Control Panel of the Billing of the CloudBlue Commerce, as illustrated below:



Navigate to the queue of “Failed Orders” available at the top of the **Orders** page as highlighted below:

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10000 - 100000

Orders

[Orders of Direct Customers](#) [All Orders](#) [Manual action required \(3\)](#) [Blocked Orders \(34\)](#) [Suspicious/Fraudulent Orders \(5\)](#) **Failed Orders (43)** [Failed Remote Requests \(5\)](#)

Customer Orders

[General Order](#) [Results for Provisioning](#) [Delete](#)

Order Number	Order Type	Account Name	Order Date	Status	Total	Wait Time	Updated by
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Search

Reset Search

43 total Hide Search

On page: 25 50 100 Select Columns Export To Excel

#	Order Number	Order Type	Account Name	Order Date	Status	Total	Wait Time	Updated by
<input type="checkbox"/>	S0007721	Sales Order		26-Jun-2019	Provisioning Failed	\$0.00	41:55:56	system
<input type="checkbox"/>	S0007720	Sales Order		04-Jun-2019	Provisioning Failed	\$0.00	438:39:26	system
<input type="checkbox"/>	S0007686	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:20:21	system
<input type="checkbox"/>	S0007688	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:20:21	system
<input type="checkbox"/>	S0007684	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:14:10	system
<input type="checkbox"/>	S0007698	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:14:10	system
<input type="checkbox"/>	S0007699	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:14:10	system
<input type="checkbox"/>	S0007150	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:14:10	system
<input type="checkbox"/>	S0007151	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:19:11	system
<input type="checkbox"/>	S0007153	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:14:10	system
<input type="checkbox"/>	S0007154	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:14:10	system
<input type="checkbox"/>	S0007155	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:14:10	system
<input type="checkbox"/>	S0007152	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:14:10	system
<input type="checkbox"/>	S0007159	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:14:10	system
<input type="checkbox"/>	S0007110	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:14:10	system
<input type="checkbox"/>	S0007111	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:14:10	system
<input type="checkbox"/>	S0007115	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	584:08:01	system
<input type="checkbox"/>	S0007116	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:18:45	system
<input type="checkbox"/>	S0007117	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:18:45	system
<input type="checkbox"/>	S0007118	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:18:45	system
<input type="checkbox"/>	S0007119	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:18:45	system
<input type="checkbox"/>	S0007120	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:18:45	system
<input type="checkbox"/>	S0007123	Sales Order		03-Jun-2019	Provisioning Failed	\$0.00	462:18:45	system

In case such view does not exist in your instance of CloudBlue Commerce, it can be created following the steps described in the **CloudBlue Commerce Billing Guide**.

Once in the view, please note that in the screen itself you can:

- Filter by date (to remove orders failed for other reasons)
- Select all orders (unless you need to handle individual orders for whatever reason)
- Resubmit selected orders for Provisioning (as illustrated below)

**Orders**

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Home > Overview

Orders of Direct Customers | All Orders | Manual action required (3) | Blocked Orders (84) | Suspicious/Fraudulent Orders (0) | **Failed Orders (43)** | Failed Remote Requests (0)

**Customer Orders**

Cancel Order | **Resubmit for Provisioning** | Delete

Order Number	Order Type	Account Name	Order Date	Status	Total	Wait Time	Updated by
34 total	[icon] Hide Search		03-06-2019				[Search] [Reset Search]

On page: 25 50 100 | Select Columns | Export To Excel

[icon] Order Number	Order Type	Account Name	Order Date	Status	Total	Wait Time	Updated by
[icon] S0007086	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:20:21	system
[icon] S0007088	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:20:21	system
[icon] S0007094	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:14:10	system
[icon] S0007098	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:14:10	system
[icon] S0007099	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:14:10	system
[icon] S0007100	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:14:10	system
[icon] S0007101	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:19:11	system
[icon] S0007103	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:14:10	system
[icon] S0007104	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:14:10	system
[icon] S0007105	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:14:10	system
[icon] S0007107	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:14:10	system
[icon] S0007109	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:14:10	system
[icon] S0007110	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:14:10	system
[icon] S0007111	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:14:10	system
[icon] S0007115	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	584:08:01	system
[icon] S0007116	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:18:45	system
[icon] S0007117	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:18:45	system
[icon] S0007118	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:18:45	system
[icon] S0007119	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:18:45	system
[icon] S0007120	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:18:45	system
[icon] S0007123	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:18:45	system
[icon] S0007124	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:17:21	system
[icon] S0007125	Sales Order		03-Jun-2019	[icon] Provisioning Failed	\$0.00	462:17:24	system

Following these steps, you can easily select all failed orders at once and resubmit them to the fulfillment queue.