

**Oracle Insurance**

**Insbridge Rating and  
Underwriting**

**SoftData User Guide**

**For Windows**

Release 4.7

September 2013

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Oracle Insurance Insbridge Rating and Underwriting SoftData for Windows User Guide

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Primary Author: Mary Elizabeth Wiger

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## PREFACE

Welcome to the *Oracle Insurance Insbridge Rating and Underwriting SoftData for Windows Guide*. This guide describes the usage and supported features of Oracle Insurance Insbridge Rating and Underwriting SoftData (SoftData). SoftData is a feature of Oracle Insurance Insbridge Rating and Underwriting Framework Administrator (IBFA) that allows you to retrieve values dynamically from SoftRater Packages. Soft Data is available from the IBFA menu tree.



This guide serves as a supplemental document to the Insbridge Framework Administrator Guide. It provides a reference for developers to properly interact with the SoftData Engine.

## AUDIENCE

This guide is intended for system administrators who are tasked with administering RateManager. A fundamental knowledge of RateManager and SoftRater is required. Readers of this document should be familiar with Insbridge XML.

## RELATED DOCUMENTS

For more information, refer to the following Oracle resources:

- The Oracle Insurance Insbridge Rating and Underwriting RateManager User Guide.
- The Oracle Insurance Insbridge Rating and Underwriting SoftRater User Guide.
- You can view these guides on-line at this address:

<http://www.oracle.com/technetwork/documentation/insurance-097481.html>

## CONVENTIONS

The following text conventions are used in this document:

Convention	Description
<b>bold</b>	Boldface type indicates graphical user interface elements associated with an action.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

## SYSTEM REQUIREMENTS

For minimum operating system and hardware requirements, please see the Insbridge Rating and Underwriting System Operating Environments for Hardware and Software

## Manual History

New editions incorporate any updates issued since the previous edition.

Edition	Publication Number	Product Version	Publication Date	Comment
1 <sup>st</sup> Edition	P01-725-01	V 3.5	November 2005	
2 <sup>nd</sup> Edition	P01-725-02	V 3.5	June 2006	Update
3 <sup>rd</sup> Edition	P01-725-03	V 3.6	June 2006	Update Version
4 <sup>th</sup> Edition	P01-725-04	V 3.7	December 2006	Update Version
5 <sup>th</sup> Edition	P01-725-05	V 3.8	July 2007	Update Version
6 <sup>th</sup> Edition	P01-725-06	V 3.8.3	October 2007	Update Version
7 <sup>th</sup> Edition	P01-725-07	V 3.8.5	November 2007	Update Version
8 <sup>th</sup> Edition	P01-725-08	V 3.8.7	January 2008	Update Version
9 <sup>th</sup> Edition	P01-725-09	V 3.8.8	March 2008	Update Version
10 <sup>th</sup> Edition	P01-725-10	V 3.9	May 2008	Update Version
11 <sup>th</sup> Edition	P01-725-11	V 3.10	September 2008	Update Version
12 <sup>th</sup> Edition	P01-725-12	V 3.11	December 2008	Update Version
13 <sup>th</sup> Edition	P01-725-13	V 3.12	July 2009	Update Version
14 <sup>th</sup> Edition	P01-725-14	V 3.13	December 2009	Update Version
15 <sup>th</sup> Edition	P01-725-15	R 4.0	April 2010	Update Release
16 <sup>th</sup> Edition	P01-725-16	R 4.0.1	August 2010	Update Release
17 <sup>th</sup> Edition	P01-725-17	R 4.1	December 2010	Update Release
18 <sup>th</sup> Edition	P01-725-18	R 4.5	May 2011	Update Release
19 <sup>th</sup> Edition	P01-725-19	R 4.5.1	September 2011	Update Release
20 <sup>th</sup> Edition	P01-725-20	R 4.6	May 2012	Update Release
21 <sup>st</sup> Edition	P01-725-21	R 4.6.1	November 2012	Update Release
22 <sup>nd</sup> Edition	P01-725-22	R 4.7	September 2013	Update Release

## Chapter 1

# INTRODUCTION TO SOFTDATA

SoftData is a method designed to provide the maximum amount of integration flexibility while maintaining a high level of operational efficiency for rules and rating applications. It allows an application to dynamically retrieve values from SoftRater Packages (SRPs) so that values do not have to be hard coded into an application.

For example, if you had a web-based application that allowed a consumer or agent to request a quote, SoftData calls could be used to fill in drop down text boxes with valid values. This allows the same application to be used across multiple states and carriers. It also prevents duplicate data entry, reducing the chance of making a costly mistake.

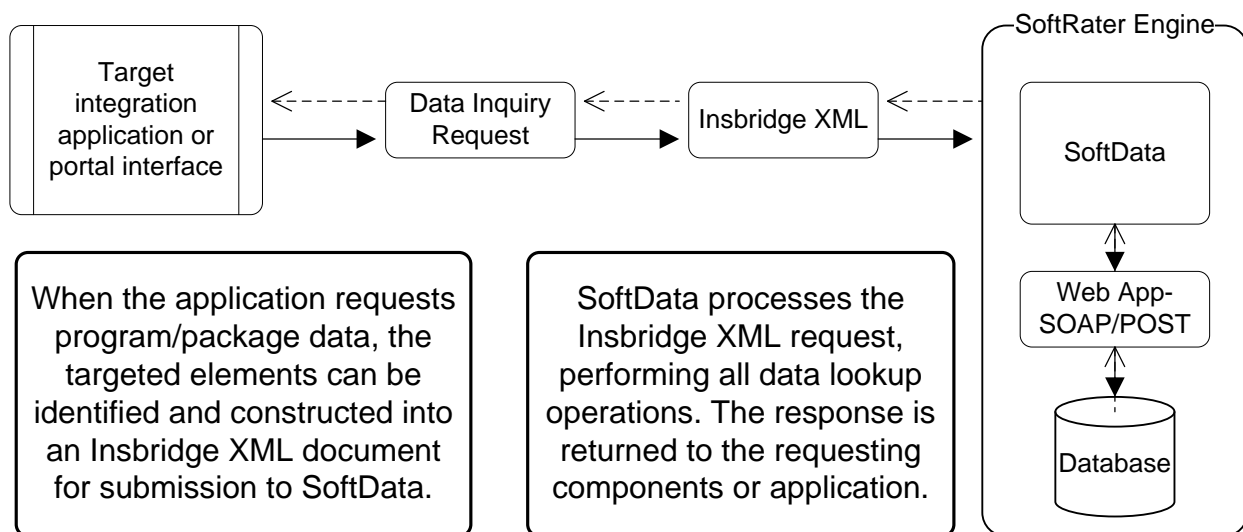
The core foundation is based on enumerated mappings to program based data elements built through the RateManager application. The schema model uses single character mapping node items, i.e. <m>, <q>, <i>, etc., which provide efficient document processing while gaining the system benefits of an extremely low XML document weight for small storage and faster transmission.

There are two parts to a SoftData call, the data request and the data result. For more information on these, see the following:

- [InsbridgeDataRequest.XML](#)
- [InsbridgeDataResults.XML](#)

## Concept Diagram

The diagram below shows the high level interaction between the client application and the SoftData system. The SoftRater instance is responsible for all rating and underwriting processing but SoftData interface provides all the services for program data inquiry. The basic functionality of the SoftData system is demonstrated below. Input data is sent to the SoftData instance, processed and output data is returned.





The SoftRater Web Service WSDL should be located at the following URL.

<http://<yourserver>/ibfa/connectors/sofdata.asmx?WSDL>

## Chapter 2

# INSBRIDGE.XML DATA REQUEST FORMAT

InsbridgeData.XML is designed to provide the maximum amount of integration flexibility while maintaining a high level of operational efficiency for rules and rating applications. The core foundation is based on enumerated mappings to program based data elements built through the RateManager application. The schema model uses single character mapping nodes items i.e. “<m>,<q>,<i>,” etc” that provides efficient document processing while gaining the system benefits of an extremely low XML document weight for small storage and faster transmission.

InsbridgeDataRequest.XML is the format in which requests are sent to SoftData. The table below outlines the nodes and attributes and whether or not they are required.

ELEMENT	DATA TYPE	DESCRIPTION	REQUIRED
<ibdoc>		Insbridge document namespace node. This is the requesting server, not the responding server.	Y
<datarequest>		Data request node	Y
lob	Long	Line of business identification number	Y
env_def	String	SoftRater Explorer environment identifier	N
<program>		Program target node	Y
parent_id	Long	Your company's subscriber ID	Y
datastore_id	Long	SoftRater Explorer managed subscriber's identification number – this is rarely used and not required.	N
id	Long	Program identification number. Global = 0	Y
ver	Long	Program version number. Global = 0 If the program version specified is not found, the variable revision will be used.	Y
datemask	String	Date mask to use for any date queries	Y
<m>		Table lookup variable node	N
i	Long	Lookup variable identification number	Y
r	Short	Lookup variable revision number <b>NOTE:</b> Leaving this field may result in unexpected results. Only local values may be returned.	Y
p	Long	Lookup variable data row position to start querying new data from	N
c	Long	Lookup variable total count of data rows to be returned	N
n	Any	Lookup variable description	N
w	Int	Wildcard indicator	N

fq	String	List of qualifier filter	N
empty_qual	Long	Returns empty fields. The default is 0. 0=DO NOT return empty fields. 1=Return empty fields  This is an optional field	N
<q>		Lookup variable qualification node	N
i	Long	Qualifier identification number	Y
t	Long	Qualifier query type number: 0 – Integer, 1 – String, 2 – Decimal, or 3 – Date.	Y
v	Any	Qualifier value	Y
o	String	Qualifier operation selection	Y

Figure 1 InsbridgeDataRequest.XML Table

The following is an example of an InsbridgeData request XML document:

## Example

```
<ibdoc>
  <datarequest lob="1" env_def="RM">
    <program parent_id="8659" id="1" ver="4" datemask='mm/dd/yyyy'>
      <m i="10" r="1" n="BI_Limit_per_Occurrence"/>
      <m i="10" r="1" p="28" c="10" n="BI_Limit_Factor">
        <q i="2" t="0" v="75287" o="="/>
        <q i="4" t="1" v="Dallas" o="="/>
      </m>
    </program>
  </datarequest>
</ibdoc>
```

Figure 2 Example InsbridgeDataRequest.XML

## Global Variable Data Request

To obtain a global variable data result, the program node requires that the id be set to the program XML id found in RateManager and version attribute be set to zero (0). On the table lookup node, the identification node must be set to zero (0).

ELEMENT	DATA TYPE	DESCRIPTION	REQUIRED
<ibdoc>		Insbridge document namespace node. This is the requesting server, not the responding server.	Y
<datarequest>		Data request node	Y

<b>lob</b>	Long	Line of Business identification number	Y
env_def	String	SoftRater Explorer environment identifier	N
<b>&lt;program&gt;</b>		Program target node	Y
parent_id	Long	Your company's subscriber ID	Y
datastore_id	Long	SoftRater Explorer managed subscriber's identification number– this is rarely used and not required.	N
id	Long	Program identification number must be set to the program XML id found in RateManager	Y
ver	Long	Program version number must be 0. This indicates a global variable data request.	Y
datemask	String	Date mask to use for any date queries	Y
<b>&lt;m&gt;</b>		Table lookup variable node	N
i	Long	Lookup variable identification number must be 0. This indicates a global variable.	Y
r	Short	Lookup variable revision number <b>NOTE:</b> Leaving this field may result in unexpected results. Only local values may be returned.	Y
p	Long	Lookup variable data row position to start querying new data from	N
c	Long	Lookup variable total count of data rows to be returned	N
n	Any	Lookup variable description	N
w	Int	Wildcard indicator	N
fq	String	List of qualifier filter	N
empty_qual	Long	Returns empty fields. The default is 0. 0=DO NOT return empty fields. 1=Return empty fields  This is an optional field	N
<b>&lt;q&gt;</b>		Lookup variable qualification node	N
i	Long	Qualifier query identification number	Y
t	Long	Qualifier query type number: 0 – Integer, 1 – String, 2 – Decimal, or 3 – Date.	Y
v	Any	Qualifier query value	Y
o	String	Qualifier query operation selection	Y

## Example

```
<ibdoc>
  <datarequest lob="1" env_def="RM">
    <program parent_id="8659" id="29" ver="0" datemask='mm/dd/yyyy'>
      <m i="0" r="1" n="BI_Limit_per_Occurrence"/>
      <m i="0" r="1" p="28" c="10" n="BI_Limit_Factor">
        <q i="2" t="0" v="75287" o="="/>
        <q i="4" t="1" v="Dallas" o="="/>
      </m>
    </program>
  </datarequest>
</ibdoc>
```

Figure 3 Example Insbridge Global Data Request.XML

## SUMMARY

- To request data from multiple program data sources you can include 1 – N number of program nodes in the <datarequest> node.
- To request data from multiple table variables you can include 1 – N mapping nodes in the <program> target node.
- To request global variable data, the program node requires that the id and version attributes both be set to zero. On the table lookup node, the identification node must be set to the program XML id found in RateManager.
- The Insbridge Published Program Summary Report lists all available table variables for a program including the qualifiers needed to query data for the variable successfully. It also has information on the qualifier and result variable data types and information on whether the table variable returned multiple results (see the RateManager topic - Linked Variables) for every item row.
- Qualifier Types are enumerated as follows:
  - 0 = Integer
  - 1 = String
  - 2 = Float
  - 3 = Date
- Valid Qualifier Operators are entered as follows

=	Equals
&lt;	Less than
&gt;	Greater than
&lt;=	Less than or equal to
&gt;=	Greater than or equal to
&lt;&gt;	Not equal to

## **Environments**

If no environment is specified, the default environment selected on the SoftRater Explorer subscriber environments will be used.

If submitting via web services, an environment must be specified in the request.

## Chapter 3

# INSBRIDGE.XML DATA RESULTS FORMAT

InsbridgeDataResults.XML is the format that results are received in from a data request. The table below shows the information returned.

ELEMENT	DATA TYPE	DESCRIPTION	ADDITIONAL INFORMATION
<b>&lt;ibdoc&gt;</b>		Insbridge document namespace node. This is the requesting server, not the responding server.	
gen_date	Datetime	Document creation time stamp	
timespan	String	Time to process the request	
site_location	String	The name of the physical server	
<b>&lt;dataresults&gt;</b>		Data result node	
lob	Long	Line of business Identifier	
env_def	String	SoftRater Explorer Environment Identifier	Optional element. If not specified, then the default is used.
<b>&lt;program&gt;</b>		Program selected node	
parent_id	Long	Your company's subscriber ID	
id	Long	Program identification number	
ver	Long	Program version number	
<b>&lt;m&gt;</b>		Table lookup variable node	One node is returned for each corresponding node in the data request
i	Long	Lookup variable identification number	
r	Short	Lookup variable identification revision number	
p	Long	Last data item row position retrieved	
c	Long	Lookup variable total count of data nodes returned	
n	Any	Lookup variable description – from the input request	

I	Boolean	Lookup variable flag indicating if the result contains linked results	
<d>		Data node	One node is returned for each row returned
p	Long	Data row position indicator	
<v>	Any	Value node (Multiples are returned for linked table variables)	One node is returned for each variable
<q>	Any	Lookup variable qualification node	One node is returned for each qualifier

Figure 4 InsbridgeDataResults.XML

An example data result is shown below.

## Example

```
<ibdoc gen_date="2/10/2012 1:25:28 PM" timespan="0.0250000" site_location="DB003" xmlns="">
  <dataresults lob="1" env_def="SR_win">
    <program parent_id="8659" id="35" ver="2">
      <m i="10" r="1" n="BI_Limit_per_Occurrence" l="true">
        <d p="1">
          <v>100/200</v>
          <v>Our_Standard_Limit</v>
          <v>L100</v>
          <q>100</q>
        </d>
        <d p="2">
          <v>300/400</v>
          <v>Optional_Limit</v>
          <v>L200</v>
          <q>200</q>
        </d>
        <d p="3">
          <v>200/300</v>
          <v>Highest_Limit</v>
          <v>L300</v>
          <q>300</q>
        </d>
      </m>
      <m i="10" r="1" p="28" c="10" n="BI_Limit_Factor">
        <d p="1">
          <v>0.001</v>
          <q>75025</q>
          <q>Plano</q>
          <q>Collin</q>
          <q>Texas</q>
        </d>
        <d p="2">
```



```

    <v>0.235</v>
    <q>75025</q>
    <q>Plano</q>
    <q>Collin</q>
    <q>Texas</q>
  </d>
  <d p="3">
    <v>0.906</v>
    <q>75025</q>
    <q>Plano</q>
    <q>Collin</q>
    <q>Texas</q>
  </d>
</m>
</program>
</dataresults>
</ibdoc>

```

Figure 5 Example InsbridgeDataResults.XML

**Table Variable Report**

Program Name: AUTO GLOBAL  
 Variable Revision: 1  
 Variable Request ID: 10  
 Working Category: Vehicle  
 Limits: 500 Data Rows

Variables					CRITERIA				
BI Limit Factor	BI Coverage Type	BI Limit Code	BI Limit Per Occurrence	BI Limit Per Accident Occurrence	ZIPCode	City	County	State	
type: Decimal default: 1.0	type: String default: Our_Standard_Limit	type: String default: L100	type: String default: 100/200	type: String condition: [ = ]	type: Integer condition: [ = ]	type: String condition: [ = ]	type: String condition: [ = ]	type: String condition: [ = ]	
1	0.001	Our_Standard_Limit	L100	100/200	100	75025	Plano	Collin	Texas
2	0.235	Optional_Limit	L200	300/400	200	75025	Plano	Collin	Texas
3	0.906	Highest_Limit	L300	200/300	300	75025	Plano	Collin	Texas
4	0.012	Our_Standard_Limit	L100	100/200	100	75013	Allen	Collin	Texas
5	0.445	Optional_Limit	L200	300/400	200	75013	Allen	Collin	Texas
6	1.236	Highest_Limit	L300	200/300	300	75013	Allen	Collin	Texas
7	0.081	Our_Standard_Limit	L100	100/200	100	75023	Plano	Collin	Texas
8	0.245	Optional_Limit	L200	300/400	200	75023	Plano	Collin	Texas
9	0.905	Highest_Limit	L300	200/300	300	75023	Plano	Collin	Texas
10	0.081	Our_Standard_Limit	L100	100/200	100	75024	Plano	Collin	Texas
11	0.245	Optional_Limit	L200	300/400	200	75024	Plano	Collin	Texas
12	0.904	Highest_Limit	L300	200/300	300	75024	Plano	Collin	Texas
13	0.055	Our_Standard_Limit	L100	100/200	100	75035	Frisco	Collin	Texas
14	0.212	Optional_Limit	L200	300/400	200	75035	Frisco	Collin	Texas
15	0.908	Highest_Limit	L300	200/300	300	75035	Frisco	Collin	Texas
16	0.071	Our_Standard_Limit	L100	100/200	100	75074	Plano	Collin	Texas
17	0.231	Optional_Limit	L200	300/400	200	75074	Plano	Collin	Texas
18	0.937	Highest_Limit	L300	200/300	300	75074	Plano	Collin	Texas
19	0.061	Our_Standard_Limit	L100	100/200	100	75075	Plano	Collin	Texas
20	0.239	Optional_Limit	L200	300/400	200	75075	Plano	Collin	Texas
21	0.948	Highest_Limit	L300	200/300	300	75075	Plano	Collin	Texas

Figure 6 Table Variable Report on Queried Table

## SUMMARY

- For each target program node there is one selected program node supplied in the <dataresults> node. Each <program> contains all queried table variables and data for that program.
- Table lookup variable nodes with the linked variable flag l=true contain 1 – N value nodes <v> for each data <d> row node returned. The values in the <v> nodes are assigned respective to the order determined during variable setup in (RateManager – Linked/Table Variables) and listed in the Insbridge Published Program Summary Report.

## Chapter 4

---

### COMMON ERRORS

There are some common errors that may be returned with a request.

#### Unable to Validate Document against Schema

This error results from a required value not being submitted in the request.

##### SUBMITTED

```
<ibdoc>
  <datarequest lob="1" env_def="RM">
    <program parent_id="8659" id="1" ver="4" datemask='mm/dd/yyyy'>
      <m i="10" r="1" n="BI_Limit_per_Occurrence"/>
      <m i="10" r="1" p="28" c="10" n="BI_Limit_Factor">
        <q i="2" v="75287" o="="/>
        <q i="4" v="Dallas" o="="/>
      </m>
    </program>
  </datarequest>
</ibdoc>
```

##### RETURNED

```
<ibdoc gen_date="3/29/2012 3:54 PM" timespan="0.015625" site_location="DB002">
  <dataresults lob="1" env_def="rm">
    <program parent_id="8659" id="1" ver="4">
      <error>Unable to validate document against schema. Qualifier attributes or program
      attribute (datemask) not found.</error>
    </program>
  </dataresults>
</ibdoc>
```

In this example, the qualifier type ("t" value) was not submitted in the lookup variable qualification node. To correct the error in this example, a "t" value needs to be added:

```
<q i="2" t="0" v="75287" o="="/>
<q i="4" t="1" v="Dallas" o="="/>
```

#### Unexpected Token

This error results from an unexpected character or incorrect spacing being in the request. The character or spacing is non-compliant with the expected format and may appear in any line in the request. The character (token) and the location may be defined in the message. You may also receive this error for a carriage return at the end of the request.

**SUBMITTED**

```
<ibdoc>
  <datarequest lob="1" env_def="RM">
    <program parent_id="8659" id="1" ver="4" datemask='mm/dd/yyyy'>
      <m i="10" r="1" n="Bl_Limit_per_Occurrence"/>
      <m i="10" r="1" p="28" c="10" n="Bl_Limit_Factor">
        <q i="2" t="0" v="75287" o="="/>
        <q i="4" t="1" v="Dallas" o="="/>
      </m>
    </program>
  </datarequest>
</ibdoc>
```

**RETURNED**

<description>'" is an unexpected token. The expected token is '"' or '''. Line 6, position 12.</description>

In this example, on line 6 position 12 a quotation mark has been rejected. The quotation mark is in an unacceptable font. To correct the error in this example, new quotation marks must be used.

```
<q i="2" t="0" v="75287" o="="/>
<q i="4" t="1" v="Dallas" o="="/>
```

## System Exception

This error results from a request being sent to a SoftRater for Java engine and the application server has not been started.

**SUBMITTED**

```
<ibdoc>
  <datarequest lob="1" env_def="QA">
    <program parent_id="8659" id="1" ver="3" datemask='mm/dd/yyyy'>
      <m i="1" r="1" n="BlBaseRate"/>
    </program>
  </datarequest>
</ibdoc>
```

**RETURNED**

```
<ibdoc gen_date="3/29/2012 4:38 PM" timespan="0.015625" site_location="DB003"><dataresults lob="1"
env_def="SR_WEBLOGIC"><program parent_id="8659" id="1" ver="3"><error>System.Exception: An
error has occurred while communicating with the SoftData for WebLogic Proxy :
System.Net.WebException: The request failed with HTTP status 404: Not Found.
</error></program></dataresults></ibdoc>
```

In this example, the request was sent to a WebLogic application server. WebLogic could not be found. To correct the error in this example, you must start the application server or request the system administrator to start the application server.

## No Data

A request that does not contain any information or error message may be because the table variable is a global or the wrong table has been queried.

### SUBMITTED

```
<ibdoc>
  <datarequest lob="1" env_def="RM">
    <program parent_id="8659" id="1" ver="4" datemask='mm/dd/yyyy'>
      <m i="16" r="1"/>
    </program>
  </datarequest>
</ibdoc>
```

### RETURNED

```
<ibdoc gen_date="3/29/2012 6:49 PM" timespan="0.000000" site_location="DB002">
  <dataresults lob="1" env_def="rm">
    <program />
  </dataresults>
</ibdoc>
```

In this example, the request was for a table variable that did not exist in this program. To correct the error in this example, the table variable id needs to be verified.

```
<m i="6" r="1"/>
```

## No Data for a Global Variable

A request for a global variable that does not contain any information or error message may be because the request is not formatted correctly. Global variables belong to all programs in the subline and cannot be identified by program version. To obtain a global variable data result, the program node requires that the id be set to the program XML id found in RateManager and version attribute be set to zero. On the table lookup node, the identification node must be set to 0.

### SUBMITTED

```
<ibdoc>
  <datarequest lob="1" env_def="RM">
    <program parent_id="8659" id="1" ver="2" datemask='mm/dd/yyyy'>
      <m i="0" r="1"/>
    </program>
  </datarequest>
</ibdoc>
```

### RETURNED

```
<ibdoc gen_date="3/29/2012 6:49 PM" timespan="0.000000" site_location="DB002">
  <dataresults lob="1" env_def="rm">
    <program />
  </dataresults>
</ibdoc>
```

In this example, the request was for a global table variable. To correct the error in this example, the version must be changed to 0.

```
<program parent_id="8659" id="0" ver="0" datemask='mm/dd/yyyy'>
```

## Invalid Object Name

This error results from the table not being found for the subscriber and line of business.

### SUBMITTED

```
<ibdoc>
  <datarequest lob="1" env_def="Production">
    <program parent_id="8647" id="29" ver="1" datemask='mm/dd/yyyy'>
      <m i="4" r="1" n="BI Territory Factor"/>
      <m i="4" r="1" p="5" c="2" n="PD Territory Code">
        <q i="1" t="0" v="8" o="="/>
        <q i="1" t="0" v="11" o="="/>
      </m>
    </program>
  </datarequest>
</ibdoc>
```

### RETURNED

```
<ibdoc gen_date="3/29/2012 7:30 PM" timespan="0.078125" site_location="DB001"><dataresults lob="1"
env_def="production"><program parent_id="8647" id="5"
ver="1"><error>System.Data.SqlClient.SqlException: Invalid object name 'DT18647'.
</error></program></dataresults></ibdoc>
```

In this example a request was made against the auto line in the “Production” environment. When the query was made, the requested table could not be found. To correct the error in this example, verify that the package has been loaded to the proper environment and that the correct subscriber and line of business were used.

```
<program parent_id="8659" id="29" ver="1" datemask='mm/dd/yyyy'>
```

## Object Reference Not Set to an Instance of an Object

This error commonly results from the environment or other data request elements not being found in the IBFA instance that is being queried.

### SUBMITTED

```
<ibdoc>
  <datarequest lob="1" env_def="Production">
    <program parent_id="8647" id="5" ver="1" datemask='mm/dd/yyyy'>
      <m i="4" r="1" n="BI Territory Factor"/>
      <m i="4" r="1" p="5" c="2" n="PD Territory Code">
        <q i="1" t="0" v="8" o="="/>
      </m>
    </program>
  </datarequest>
</ibdoc>
```

```

        <q i="1" t="0" v="11" o="="/>
    </m>
</program>
</datarequest>
</ibdoc>

```

**RETURNED**

```

<error>System.NullReferenceException: Object reference not set to an instance of an object.
</error>

```

In this example a request was made against the auto line in the “Production” environment for subscriber 8647. When the query was made, the environment requested and the subscriber both could not be found. To correct the error in this example, verify that the package has been loaded to the proper environment and that the correct subscriber and line of business were used.

**Bad Format**

Similar to unexpected token, bad format errors occur when the submitted format does not meet the required format. The error message may give the line and position of the error.

**SUBMITTED**

```

<ibdoc>
  <datarequest lob="1" env_def="RM">
    <program parent_id="8659" id="0" ver="0" datemask='mm/dd/yyyy'>
      <m i="6" r="1" >
    </program>
  </datarequest>
</ibdoc>

```

**RETURNED**

```

<description>The 'm' start tag on line 4 does not match the end tag of 'program'. Line 6, position 3.</description><app_description>The system is unable to execute a SoftData request at this time.</app_description>

```

In this example, an end slash is missing from the table lookup node. To correct the error in this example, a slash needs to be added.

```

  <m i="6" r="1" />

```

**SUBMITTED**

```

<ibdoc>
  <datarequest lob="1" env_def="RM">
    <program parent_id="8659" id="1" ver="4" datemask='mm/dd/yyyy'>
      <m i="10" r="1" n="Bl_Limit_per_Occurrence"/>
      <m i="10" r="1" p="28" c="10" n="Bl_Limit_Factor">
        <q i="2" t="0" v="75287" o="="/>
        <q i="4" t="1" v="Dallas" o="="/>
      </m>
    </program>

```

```
</datarequest>  
</ibdoc>
```

## RETURNED

```
<description>Name cannot begin with the '"' character, hexadecimal value 0x22. Line 6, position 10.</description><app_description>The system is unable to execute a SoftData request at this time.</app_description>
```

In this example, there is an extra quotation mark ( **"** ) in front of the t value. To correct this error in this example, remove the extra quotation mark

```
<q i="2" t="0" v="75287" o="="/>
```

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