Date calculation issue- AT115 ERROR(USRP)

# **Issue:**

[ERROR][ITEMID]52438400[/ITEMID][CODE]AT115[/CODE][/ERROR]

# **Sample Ticket:**

Ticket #: 000000218871259

# **Resolution Steps:**

1. Grab item id from the ticket and search(grep 52484610 \*usrp\*20160706) for logs in the directory /asoc/logs on the servers blpv0427.bhdc.att.com, blpv0428.bhdc.att.com and blpv0429.bhdc.att.com.
2. Search this query in the logs.

select \* from VLAN\_INTERVAL where VLAN\_ORDER='41' and ACTIVITY='20' and ACTION='71' and COUNTRY='USA' and (SERVICE='1' or upper(SERVICE)='STANDARD') and (VENDOR='6' or upper(VENDOR)='STANDARD') and PAA='LC' and upper(METHOD)='SWITCHED' and PIV\_SPEED >= '100' and REHOME='NO' and TS\_PORT='1' and (TS\_VLAN='' or TS\_VLAN is null)

2016/07/08 11:09:51 Rqst: asoc\_USRP.xml :1109518-5D82 getVLANInterval: Vector is 0

2016/07/08 11:09:51 Rqst: asoc\_USRP.xml :1109518-5D82 getVLANInterval: No rows found in VLAN\_INTERVAL

1. Run this in ASOC DB to check what’s wrong in the input and suggest USRP to correct that field in input.
2. In case any data addition is required, please check with MONTELL, KENNETH R [km8418@att.com](mailto:km8418@att.com) if data can be added