**Awaiting Ticket Resolution.Initiate ATT PPRQ**

Condition:

Confirm with user if PPRQ’s Built , TN’s ported/TTU Completed for the order.

Example: 157512824

***Step 1*** : Check if the task Awaiting Ticket Resolution.Initiate ATT PPRQ is in Ready State using the below query:

**Inconcert SqL Query:** -

Select ord.purge\_IND,ms.ms\_task\_id,ord.usrp\_order\_number,sub.order\_gate1\_status, sub.ms\_sub\_order\_id,sub.wan\_link\_ip\_addr, wf.name, wf.status, wf.job\_id, wf.task\_id, wf.first\_ready\_time,wf.ready\_time, wf.due\_date, wf.done\_time, wf.first\_ready\_time,wf.skipped\_time, wf.perform\_condition, wf.ITERATE\_CONDITION

from ms\_order ord, ms\_sub\_order sub,ms\_job j,wf\_task wf,wf\_job job,ms\_task ms

where

Ord.Usrp\_Order\_Number In

('157512824')and ord.ms\_order\_id = sub.ms\_order\_id and ms\_sub\_order\_id = j.entity\_id

and wf.job\_id= hextoraw(j.wf\_job\_id) And Wf.Job\_Id = Job.Job\_Id and wf.task\_id= ms.WF\_TASK\_ID

and j.entity\_type=5 and (wf.status in (1));

**mS Updates SQL Query:-**

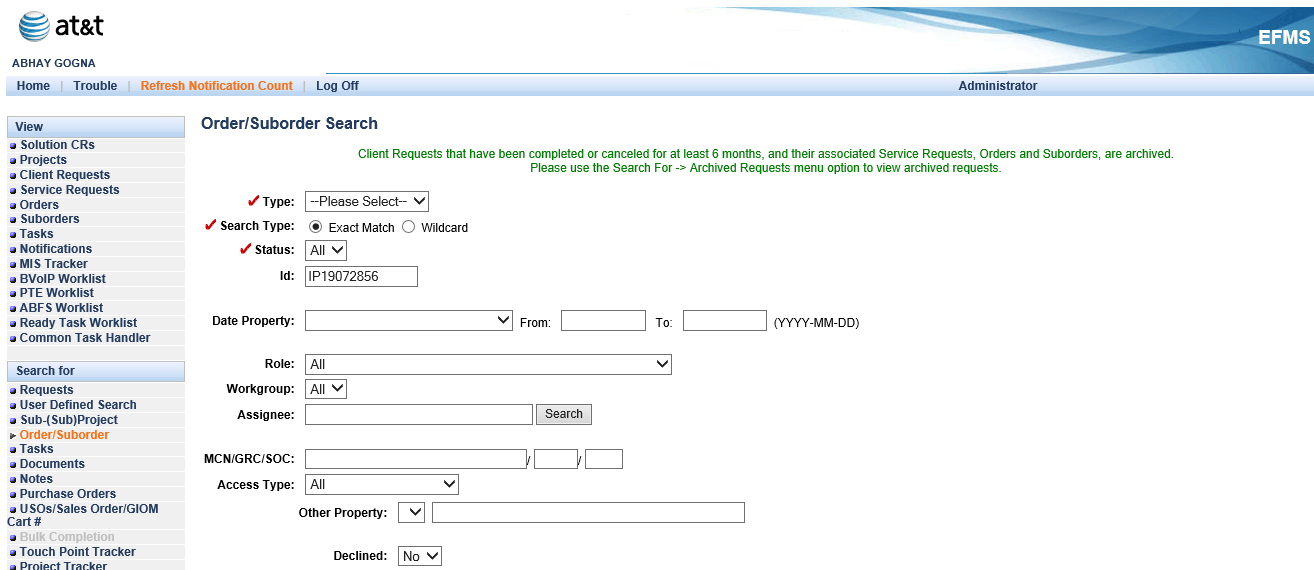
SELECT usrp\_order\_number, o.ms\_order\_id, ms\_sub\_order\_id, t.name, t.status\_updated\_date , t.status, t.\* FROM ms\_task t, ms\_job j, ms\_order o , ms\_sub\_order so WHERE usrp\_order\_number IN ( '194943727' ) AND so.ms\_order\_id = o.ms\_order\_id AND entity\_id = ms\_sub\_order\_id AND entity\_type = 5 AND t.wf\_job\_id = j.wf\_job\_id and t.status = 1;



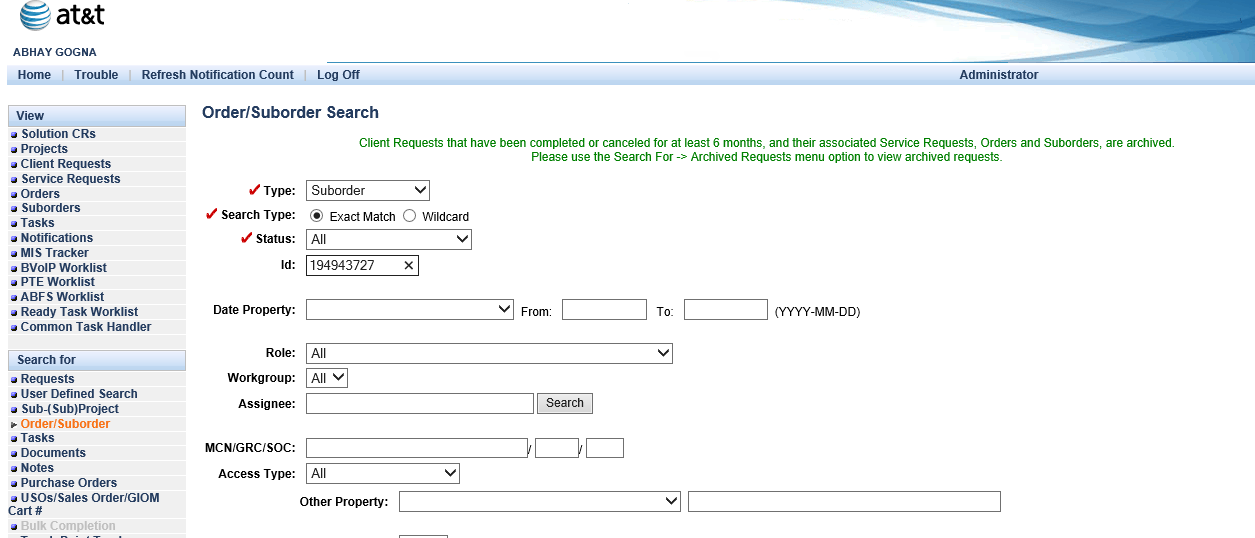
**EFMS GUI** [**URL :-**](URL:-)

[**http://efmsms.it.att.com:8008/MS**](http://efmsms.it.att.com:8008/MS)

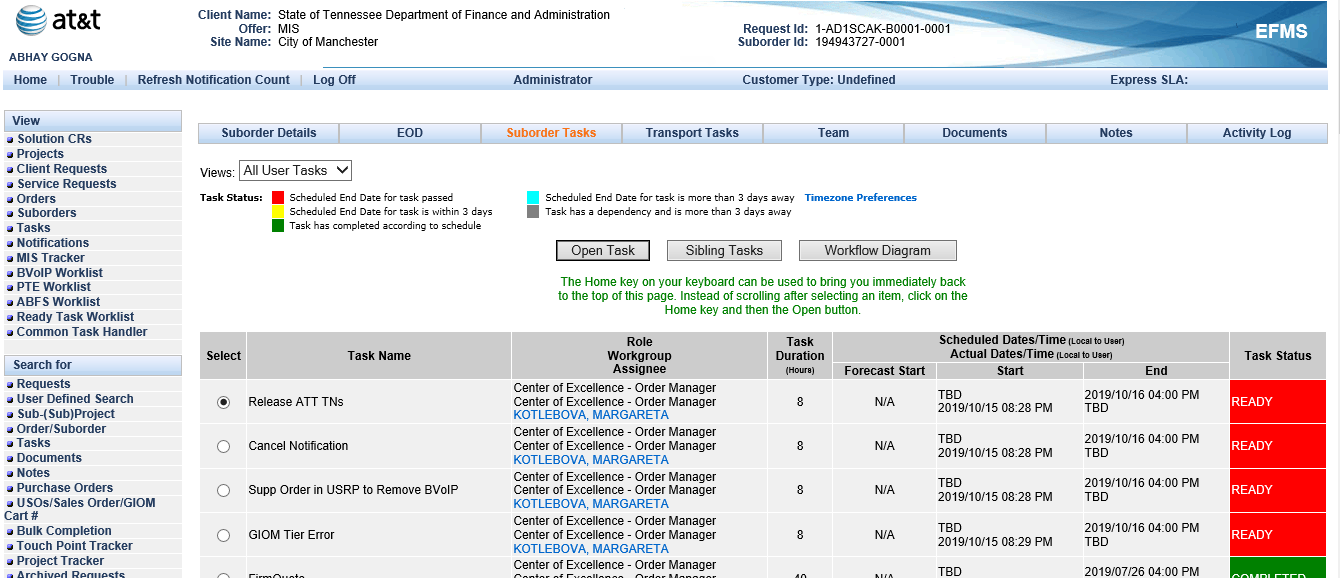
**EFMS GUI:**

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**Order / Sub-Order Level:**

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**Task List:**

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***Step 2***: Use the below query to get the task id for Porting Parent:

Select ord.IP\_CENTREX\_IND,ord.usrp\_order\_number,sub.SUB\_ORDER\_SEQUENCE, sub.ms\_sub\_order\_id, wf.name, wf.status, wf.job\_id, wf.task\_id, wf.first\_ready\_time,wf.ready\_time, wf.due\_date, wf.done\_time, wf.first\_ready\_time,wf.skipped\_time, wf.perform\_condition, wf.ITERATE\_CONDITION

from ms\_order ord, ms\_sub\_order sub,ms\_job j,wf\_task wf,wf\_job job

where Ord.Usrp\_Order\_Number In('157512824')

and ord.ms\_order\_id = sub.ms\_order\_id and ms\_sub\_order\_id = j.entity\_id and wf.job\_id = hextoraw(j.wf\_job\_id) And Wf.Job\_Id = Job.Job\_Id and j.entity\_type=5 and (wf.status in (5) and wf.name like 'Porting Parent%');



**Workaround:** Segment skip the porting parent (4th Parent) of Awaiting Ticket Resolution.Initiate ATT PPRQ

**Steps to Segment Skip the task\_id:**

**Step 1**: Login to asprd246.aldc.att.com machine



**Step 2:** Go to misprj/segskip directory



**Step 3:** Use segskip.ksh task\_id( Note:Put the Porting Parent Task Id to Skip)



**Step 4:** Hit **ENTER**