**How to FC GIOM Tier Error**

**Step 1:** Run below query to check the status of the task in EFMS Database:

SQL>> select ord.usrp\_order\_number, wf.name, wf.status, wf.job\_id, wf.task\_id from ms\_order ord, ms\_sub\_order sub, ms\_job j, wf\_task wf, wf\_job job where wf.name in ('GIOM Tier Error') and ord.usrp\_order\_number in ('183262142') 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;

**Task Status**

-- 0 = Waiting

-- 1 = READY

-- 2 = ACQUIRED

-- 3 = Complete

-- 4 = Skipped

-- 5 = In-Progress

**Step 2a:** In below screen shot you will see task “GIOM Tier Error” status shows **1** is in Ready State, GO TO STEP 3:



**Step 2b:** If the status of the task is ‘4’ that is skipped then inform user that “**Task is skipped in EFMS please check again**”:

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**Step 2c:** If the task is in waiting status i.e. ‘0’

Display user that “**Task is not in ready status, kindly work on ready task to progress workflow”**.

**Step 2d:** If the task is in completed status i.e. ‘3’

Display user that “**Task is already completed in EFMS.”**

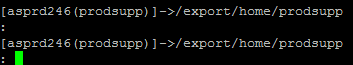
**Step 3:** **Force complete** GIOM Tier Error task in EFMS.

Steps to Force Complete the task:

* Login to asprd246 machine as prodsupp

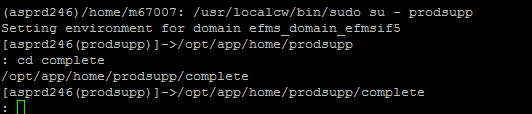
/usr/localcw/bin/sudo su - m67007

/usr/localcw/bin/sudo su – prodsupp



* Go to directory – Complete

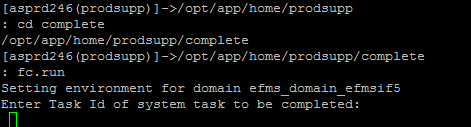
cd complete



* Execute below script to Force complete.

fc.run

* HIT ENTER



* It will ask for Task ID which user want to complete, fetch it from Step 1 and bypass here.
* You will get notification on same screen indicating task has been completed.