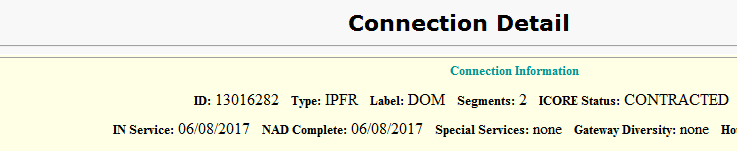
**ISSUE:**

**PVC order is CLOSED, still ICORE status is in CONTRACTED instead of IN-SERVICE**

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**Solution:**

For a Multiorder flow if PVC is closed and still ICORE showing status as CONTRACTED , carryout the following steps:

🡪Open Task Summary in ICORE GUI or use below query in DB to check whether **Cutover** task is completed or not.

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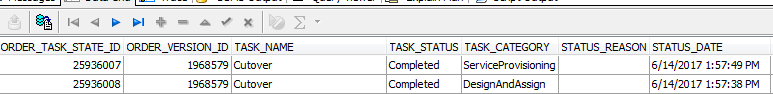
SELECT ots.\*

FROM workflow\_dba.order\_task\_state ots

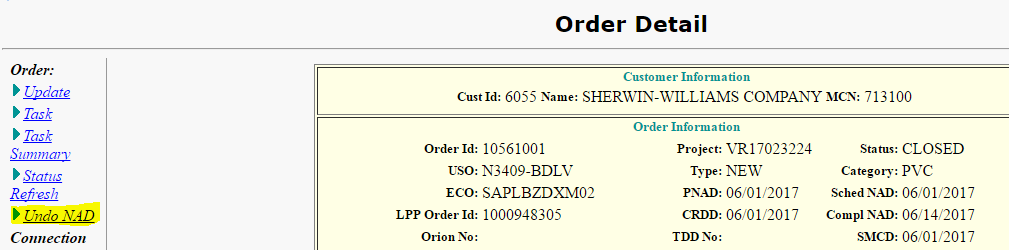
WHERE ots.order\_version\_id=( SELECT max(order\_version\_id) FROM workflow\_dba.order\_version WHERE order\_id=1001064812 ) *-- give LPP order id from Order Detail page*

ORDER BY status\_date DESC ;

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🡪 As we can see **Cutover** is already completed, we need to open the order using Undo NAD option on the Order detail page (if no access to do, ask the user)



🡪 On successful Undo NAD, UndoCutover task completes and the order gets OPEN



🡪 Do **Apply Order** to redo the cutover and this closes the PVC order again.

🡪 Now check the status again, it should be IN-SERVICE

