INVALID LSO Issue(UB773)

Error message: :785-670Error Code UB773: NPA-NXX is not valid.Customer LSO 785670 is not found in CFA Checker. Please get a valid Customer LSO from the Address Validation group

Resolution steps:

1. Check logs using item ID provided by USRP team in /asoc/logs directory

grep 7961461P0 \*usrp\*transactiondate

1. Open log file and look for the error message and fac\_sum query:

2019/10/28 16:27:09 Rqst: asoc\_USRP.xml :1627087-7B73 LNSDsiFacSum: getFacilitySummaryList: query: select \* from fac\_sum where npanxx = '785670' and mcn = 'PA6119' and service = 'DATA' and speed = 'T45' order by service, rank

2019/10/28 16:27:09 Rqst: asoc\_USRP.xml :1627087-7B73 LNSDsiFacSum: getFacilitySummaryList: no record found

2019/10/28 16:27:09 Rqst: asoc\_USRP.xml :1627087-7B73 LNSDsiFacSum: getFacilitySummaryList: ethSpeed is:::100000

2019/10/28 16:27:09 Rqst: asoc\_USRP.xml :1627087-7B73 LNSDsiFacSum: getFacilitySummaryList: query: select \* from fac\_sum where npanxx = '785670' and mcn is null and service = 'DATA' and speed = 'T45' order by service, rank

2019/10/28 16:27:09 Rqst: asoc\_USRP.xml :1627087-7B73 LNSDsiFacSum: getFacilitySummaryList: no record found

2019/10/28 16:27:09 Rqst: asoc\_USRP.xml :1627087-7B73 LNSDsiFacSum: getFacilitySummaryList: ethSpeed is:::100000

2019/10/28 16:27:09 Rqst: asoc\_USRP.xml :1627087-7B73 LNSDsiFacSum: getFacilitySummaryList: query: select \* from fac\_sum where npanxx = '785670' and mcn is null and service = 'DATA' and speed = 'T1.5' order by service, rank

2019/10/28 16:27:09 Rqst: asoc\_USRP.xml :1627087-7B73 LNSDsiFacSum: getFacilitySummaryList: no record found

2019/10/28 16:27:09 Rqst: asoc\_USRP.xml :1627087-7B73 ASOCDsiCFA: selectPOP: null v

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2019/10/28 16:27:09 Rqst: asoc\_USRP.xml :1627087-7B73 ASOCDsiCFA: getPOPandStatus: lso: 785670 data\_pop: data\_status: voice\_pop: voice\_status:

2019/10/28 16:27:09 Rqst: asoc\_USRP.xml :1627087-7B73 ASOCDsiCFA: getCFAInfo: access to LNS fac\_sum table failed

2019/10/28 16:27:09 Rqst: asoc\_USRP.xml :1627087-7B73 ASOCAccessCRANE: validateNPANXX: CFA fail: Customer LSO 785670 is not found in CFA Checker. Please get a valid Customer LSO from the Address Validation group

2019/10/28 16:27:09 Rqst: asoc\_USRP.xml :1627087-7B73 B\_END input LSO is not valid or LATA doesn't exist for input LSO.

2019/10/28 16:27:09 Rqst: asoc\_USRP.xml :1627087-7B73 NPANXX-B :785-670Error Code UB773: NPA-NXX is not valid.Customer LSO 785670 is not found in CFA Checker. Please get a valid Customer LSO from the Address Validation group

1. Fac\_sum table data is managed by MARS team, to get the data added send an email to MARS/Capacity planner team. Every State has different planners, please refer the sheet below:



1. Once data is added in MARS it will take overnight to reflect