**LMC CLLI Issue**

Resolution Steps

1. Check data in clds\_data(AVS DB) using the CLLI provided by user.
2. If CLLI is there , good to go
3. If CLLI is not there in clds\_data, send an email to [rm-cllireq@att.com](mailto:rm-cllireq@att.com) (CLLI Team) and ask them to retrigger.
4. Check logs using street name in /avs/logs directory

Error Message : statusMessage=ERROR: para = GEORGE THOMPSON, desc: TransactionID=V13539754468116G. Cannot find "96 GEORGE THOMPSON DR ,ALEXANDRIA ,LA, 7130

1. Look for the clds\_data query in the logs:

2019/10/21 11:24:59 Rqst: CPCLLIWSDL : 1124582-5573 : DsiCldsData:

SELECT distinct customer\_name, street\_address, loc\_addr\_city, state, substr(zip\_code,1,5) zip , substr(zip\_code, 6,4) zip4, clli\_cd, loc\_desc, clli\_bldg\_name, clli\_rm, clli\_floor, mcn from clds\_data where latitude between 31.311285 and 31.311304 and longitude between -92.445145 and -92.44513 and substr(clli\_cd, 9,1)='N' order by customer\_name, loc\_desc:No Row Selected.

1. Compare latitude, longitude from the above query and what’s there in clds\_data table.
2. if different pick the latitude,longitude from LOOK UP LSO and update accordingly in clds\_data table.

Sample ticket: 000000270301237