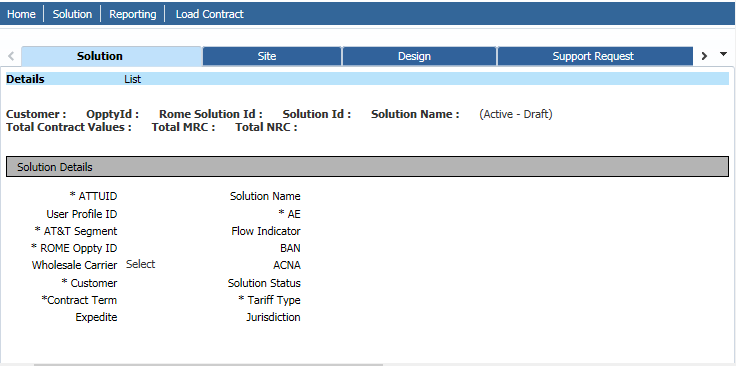
**Solution Screen is blank**

|  |  |  |
| --- | --- | --- |
| Date | Prepared by | Reviewed by |
| 04/08/2019 | Ritika Kalra(rk234f) |  |



Using the below Query, we need to find out the SBCID.

**Query:**

|  |
| --- |
| select al.LEAD\_ID, al.ECRM\_ID, al.CREATED\_DATE, fu.SBCID, ald.LEAD\_DESIGN\_ID, aldp.BUNDLE\_CD, ald.IMS2\_DEAL\_NUMBER, ald.IMS2\_DEAL\_VERSION\_NUMBER from  adopt.ad\_lead al, adopt.ad\_lead\_design ald, adopt.fn\_user\_v fu, adopt.AD\_LEAD\_DESIGN\_PACKAGE aldp  where al.lead\_id = ald.LEAD\_ID and al.CREATED\_ID = fu.USER\_ID  and ald.lead\_design\_id = aldp.LEAD\_DESIGN\_ID and al.ECRM\_ID = '1-91T1IM7'; |

**Or:**

|  |
| --- |
| select \* from adopt.ad\_lead where ecrm\_id='1-9U15GVD';  Select \* from adopt.ad\_lead\_design where lead\_id=1509594; //created\_id  Select \* from adopt.fn\_user\_v where user\_id in (155741); |

We need to add the SBCID user id to the oppty team in ROME. This issue occurs when solution owner is removed from the oppty team.

After adding that id, we need to ask user to check the solution again, details will be there.

