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|  | Name | Date |
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| Version Number |  |  |

MnP Dummy TNs Workaround

# Issue

## Description:

HOTUT -User unable to add TNs on Phase 2 order.

Prime to BVoIP – there is also on going issue on P2B, user unable to place Prime Disco order

# Trouble Shoot:

## UNIX Logs:

N/A

## Database:

p1gio1d6.sldc.sbc.com / p1gio1d6

# Interfacing Applications:

CADM, EFMS

# Sample Ticket

269395532  
268754797

# Workaround Provided:

**Step 1:**

Provide user with the Dummy TNs range. Those TNs should not be in GIOM DB and CADM.

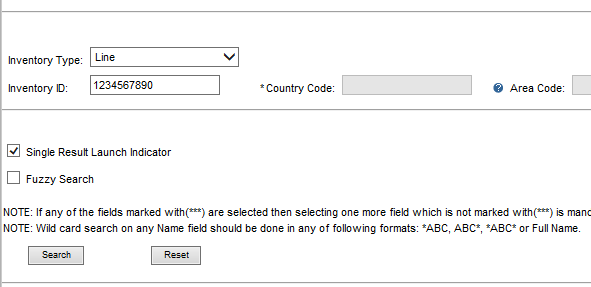
* You can check the below tables to verify in GIOM DB

select \* from iomdbo.TN where tel\_num in ('');

* You can check TNs in CADM on EUAM UI

URL: <http://euam.ims.att.com:8010/EUAM/InitialSAMGateway?jadeAction=INITIAL_SEARCH_ACROSS_BILLER_ACTION_HANDLER>

Example: Click on search after entering the TN.



**Step 2:**

Ask user to create an order with dummy TNs.

Get the cart number before checking out.

Verify the cart is created with the Dummy TNs as provided.

If cart looks ok, ask user to check out and provide order number as soon as order is created.

**Step 3:**

BOA need to halt the order flow as soon as order is created.

So once the user provide the order number use below to change the order status immediately and there upon halting the order flow.

select order\_status, order\_name from iom\_order where order\_name in ('');

update iomdbo.iom\_order set order\_status=4 where order\_name='';

**Step 4:**

BOA need to replace the Dummy TNs with the required TNs in GIOM DB

1. **Table – TN**

Get the TN\_ID from below query:

select t.\*, o.iom\_order\_id from iomdbo.tn t, iomdbo.iom\_order o

where t.iom\_order\_id = o.iom\_order\_id

and o.order\_name = '172485920';

and Run the update statement to replace Dummy with required.

update iomdbo.tn set tel\_num = 6107076000, tn\_end\_range = '6087' where tn\_id = '29047173';

1. **Table – TN2GROUP**

Get the tn2group\_id from below query for dummy TNs

select lidb\_care\_cnam\_id,substr(tel\_num,1,10) tn,tn2group\_id,

to\_char(lidb\_option,'990') l\_opt,to\_char(cnum\_option,'990') c\_opt,cnam

from iomdbo.tn2group g,iomdbo.iom\_order o,iomdbo.lidb\_care\_cnam l

where g.group\_id=l.lidb\_care\_cnam\_id and o.iom\_order\_id=l.iom\_order\_id

and g.valid\_ind='Y' and l.valid\_ind='Y'

and order\_name='172485920'

order by tel\_num;

and Run the update statement for replacing Dummy with required.

update iomdbo.tn2group set tel\_num='2317272600' where tn2group\_id = 120463070;

1. **Table- DIAL\_PLAN\_RANGE**

Get the dial\_plan\_range\_id for dummy TNs

select iom\_order\_id from iomdbo.iom\_order where order\_name = '172485920';

select voip\_info\_id from iomdbo.voip\_info where iom\_order\_id = 9194597;

select dial\_plan\_info\_id from iomdbo.dial\_plan\_info where voip\_info\_id = 10245673;

select \* from iomdbo.dial\_plan\_range where dial\_plan\_info\_id in (10979768,10979769 ) and valid\_ind='Y';

and update the required start range and end range accordingly

update iomdbo.dial\_plan\_range set start\_range='6107076089', end\_range='6107076099' where dial\_plan\_range\_id = 19985803;

1. **Table- PORTING**

This is only for P2B orders.

Confirm LEC BTN with user on the given range and verify it in PORTING table; update if needed.

select \* from iomdbo.porting where porting\_id in ('29944378', '29944379');

update iomdbo.porting set LEC\_BTN = '' where porting\_id = '';

BOA can get the porting\_id from table iomdbo.TN for the given range of TNs.

**Step 5:**

Once updates are done ask user to check the cart, if everything is ok.

**Step 6:**

Clear transaction cache, if there is any, using below delete statement.

select \* from iomdbo.transaction\_cache where order\_name in ('172485920');

delete from iomdbo.transaction\_cache where order\_name in ('172485920');

**Step 7:**

Now change the order status to make it flow.

update iomdbo.iom\_order set order\_status=0 where order\_name in ('172485920');

# Validation:

BOA can verify the order progress through BVOIP tool. Check the order status.