REMOVE SERVICE LOCK FOR A CCRT REQUEST

# Version History

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| Version# | Date | Summary of Changes | Author |
| 1.0 | 1/16/18 | Created Document | Ajeet Vishwakarma |

# REPORTED ISSUE

TTU, RCload, Activate Target etc. failing due to service lock

ERROR MESSAGE:

*XII Transaction failed with Error Code: java.lang.Exception: Locking for Activate Ethfor paid 10556165 at com.att.instar.wsclient.ccrt.CcrtLockServiceStatusClient.getLockServiceInfo(CcrtLockServiceStatusClient.java:274) at com.att.ccrt.order.agent.Insta*

# ROOT CAUSE

* When we perform activity like TTU, RCLoad, Activate Target etc., service lock is enabled by CCRT to process the request.

REASON\_FOR\_LOCK:

Locking for Activate Eth

Locking for TTU Eth MultiStep Diff Endpts

* And once the activity/step is over, the service lock gets automatically released.
* If due to some reason the service lock fails to release then TTU, Rcload etc. starts failing with error.
* Error message examples:

*Remote FAILURE XII Transaction failed with Error Code: java.lang.Exception:* ***Locking for TTU Eth MultiStep Diff Endptsfor paid 10921547*** *at com.att.instar.wsclient.ccrt.CcrtLockServiceStatusClient.getLockServiceInfo(CcrtLockServiceStatusClient.java:274) at com.att.ccrt.or*

or

*XII Transaction failed with Error Code: java.lang.Exception:* ***Locking for Activate Ethfor paid 10556165 at*** *com.att.instar.wsclient.ccrt.CcrtLockServiceStatusClient.getLockServiceInfo(CcrtLockServiceStatusClient.java:274) at com.att.ccrt.order.agent.Insta*

# RESOLUTION STEPS

1. USE THE BELOW QUERY TO SEE THE SERVICE LOCK.

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SELECT \* FROM SERVICE\_DBA.SERVICE\_LOCK\_INFO WHERE KEY\_VALUE=10921547; -- give PAID from the error message.

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If there is a service lock, it will fetch record as shown below.

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SERVICE\_LOCK\_ID,KEY\_TYPE,KEY\_VALUE,REASON\_FOR\_LOCK,LOCK\_TIME,LOCKED\_BY

2235482,PAId,10921547,Locking for Activate Eth,1/15/2018 9:13:47 PM,CCRT

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2. CHECK TASK SUMMARY TO MAKE SURE THAT NO TASK LIKE TTU/RCLOAD/ACTIVATE TARGET IS IN PROGRESS.

3. IF NOTHING IS PROCESSING AND THE LOCK IS STILL THERE THEN WE NEED TO RELEASE THAT USING BELOW QUERY.

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DELETE FROM SERVICE\_DBA.SERVICE\_LOCK\_INFO WHERE KEY\_VALUE=10921547; --paid

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4. RETRY THE FAILED ACTIVITY/TASK