**MnP’s**

**OVALS GIS:** http://tspz0298.dadc.sbc.com/CSIWebClient/login.jsp

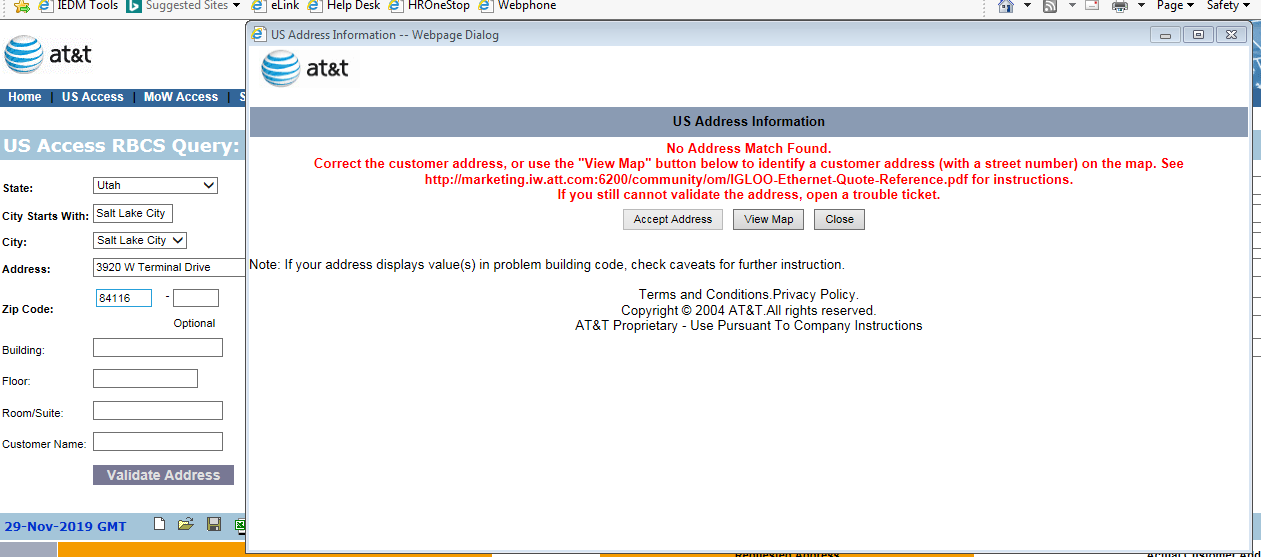
**#1 Address Validation Ticket # 270925965**

Address not validating in IGLOO.

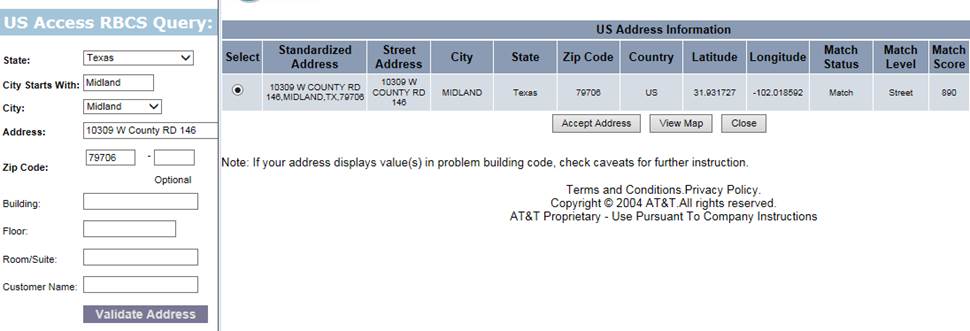
**PROB\_DESC:** 10309 W County RD. 146 Midland TX. 79706. Address not validating in IGLOO.

**Resolution Steps:**

1. Retest the issue yourself in igloo to ensure that there is an issue.



1. Always request the USPS screenshot along with the GPS coordinates from the user to enable further investigation.
2. Once the user has already provided either of the two aforementioned information, engage OVALS GIS team.
3. Once OVALS GIS team add the address to their bypass table, it will start reflecting in IGLOO.
4. Retest the issue once again to ensure there are no errors in the address details.
5. Once the address validates, provide the information to the user along with IGLOO GUI screenshot stating that the address validates now.

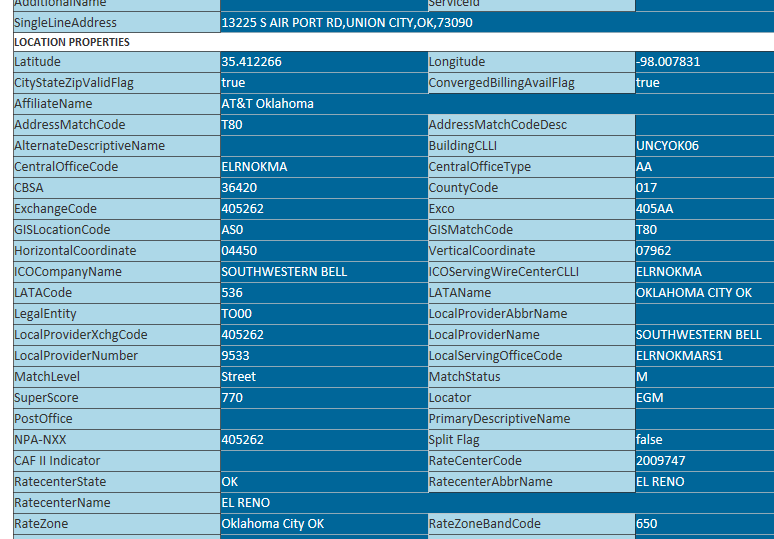


#2 **Vendor Discrepancy Ticket # 265349212**

IGLOO not showing correct ILEC  
**PROB\_DESC:** Igloo is returning an Ethernet provider (SBC) which is not validating when trying to order circuit. See error below. CDST shows OKLAHOMA COMMUNICATION SYSTEM, INC. as the LEC and UNCYOKXADS1 as SWC.

**Resolution Steps:**

1. We always test the issue from our end in IGLOO GUI. We found that there was a discrepancy between what was being displayed in igloo and what the user claimed there should be at the location. The user provided an attachment of the igloo quote for reference. (We check the attachment and replicate the issue with the exact requested details only)
2. We check OVALS GIS GUI to ensure that the data being sent is the same or to find any issues. (IGLOO uses OVALS GIS in the background for Address Validation, LEC, SWC and NPANXX details). If there is a discrepancy between igloo and what the user claims, we engage OVALS GIS team with a screenshot from GIS GUI.



1. We can check CDST but only for internal referential purposes. We do not engage CDST though.
2. We then engaged OVALS GIS with appropriate screenshots from **GIS** GUI and requested them to check and confirm if the correct Vendor is associated with the same address.
3. Ovals GIS checked and updated their database with the new information and reverted back to us.
4. We then informed the user the correct information along with the IGLOO screenshot and requested for a confirmation to close.

**# 3 Password Reset Ticket #000000271669954**

Password reset for HRID: xxxxxx

**PROB\_DESC:** Please do a **QPC** password reset for the User HRID: XXXXXX

**Resolution Steps:**

1. We create a ticket to **ACSI\_ADBA** team using the following SQL. (ACSI\_ADBA team handles the SQL requests for igloo)  
   UPDATE IGLOOAV.APP\_USER

SET LOGIN\_PWD = NULL  
WHERE EMPLOYEE\_ID ='XXXXX'

1. ACSI\_ADBA update the password and reply via email.
2. We check whether the password was successfully reset in our db using the following SQL:  
   *select \* from iglooav.app\_user where employee\_id=’xxx’;*
3. Once the password has been reset, we provide the following steps to setup a new password to the user.

*Password has been reset successfully for HRID:* ***xxxxxxx***

*Kindly follow the below steps to reset your password:*

*1. Please enter the User id*

*2. Then please keep the password as [ blank]*

*3. Then press submit button.*

*4. Then IGLOO forces you (user) to enter a new password for 2 times.*

*5. Please provide a password against that.*

*Kindly check and confirm if we are good to close this ticket.*

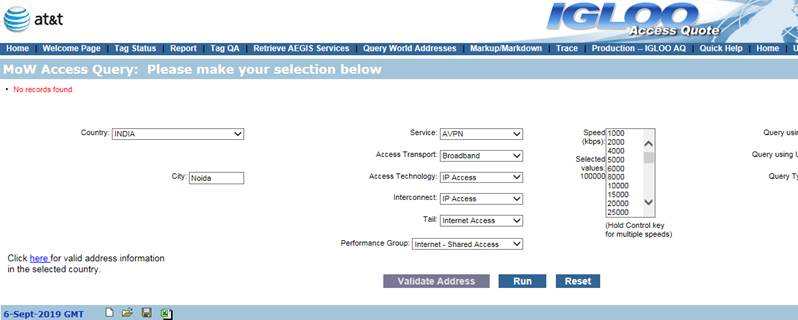
Once we get a confirmation from the user, we close the ticket.

**#4 IGLOO MOW no records found Ticket # 0000000267902315**

**DETAIL\_PROBLEM**: Hello team, Could you please help with another issue with IGLOO submission? I tried to submit India (service IP Access Shared) and it showed me status \***no records found**\*. Please see attached file to see what happened. Thanks. (User shared a screenshot of the IGLOO MOW GUI with the error)

**Resolution Steps:**

1. Open the attachment. The user shared a screenshot of IGLOO MOW GUI with the requested details. We replicated the issue using that information and found the same error.

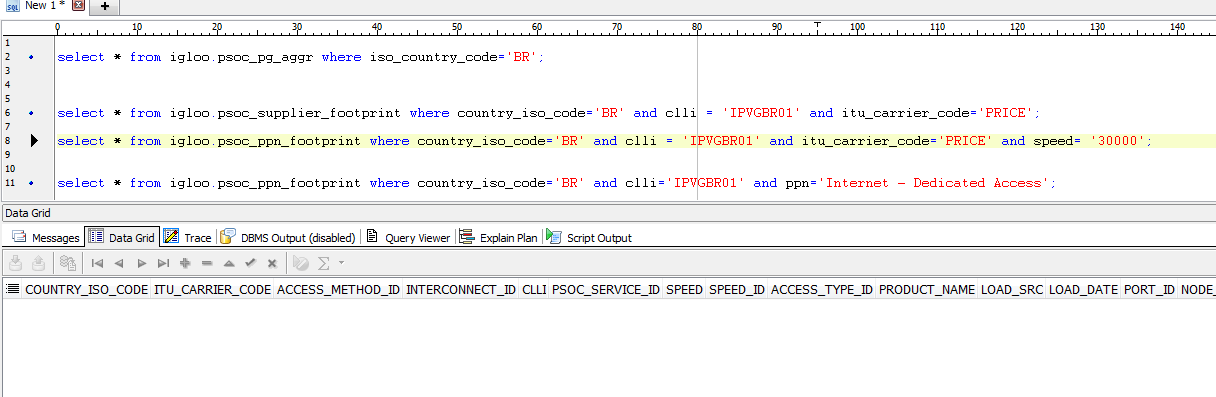


1. We check the psoc\_ppn\_footprint and psoc\_supplier\_footprint table to see if the requested combination is available or not using the following queries.

*Select \* from igloo.psoc\_pg\_aggr where iso\_country\_code='QA';*

*Select \* from igloo.psoc\_supplier\_footprint where country\_iso\_code='BR' and clli = 'IPVGBR01' and itu\_carrier\_code='PRICE';*

*Select \* from igloo.psoc\_ppn\_footprint where country\_iso\_code='BR' and clli = 'IPVGBR01' and itu\_carrier\_code='PRICE' and speed= '100000';*

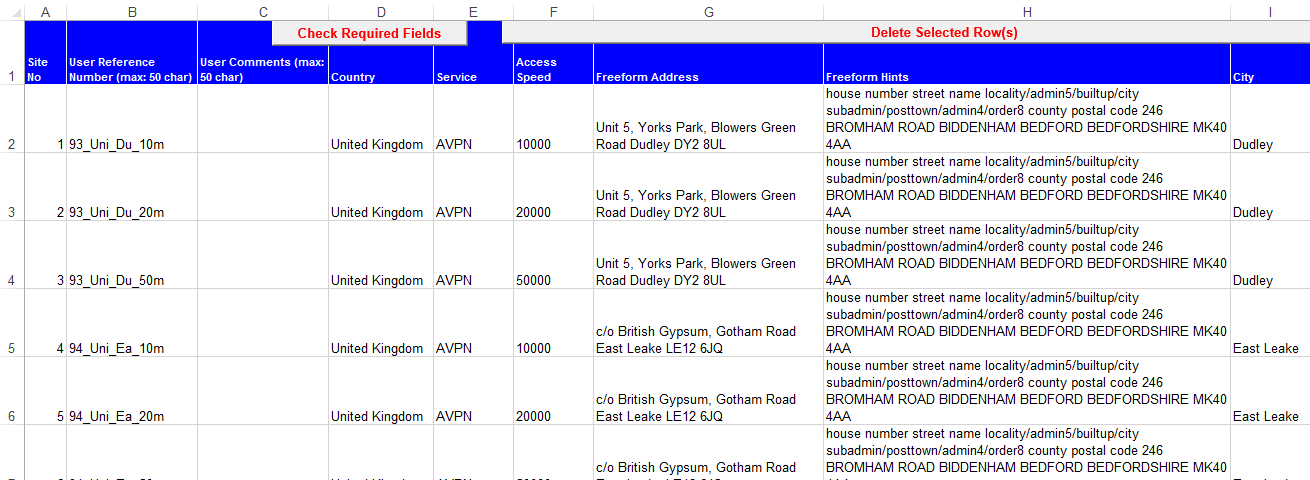
*Select \* from igloo.psoc\_ppn\_footprint where country\_iso\_code='BR' and clli='IPVGBR01' and ppn='Internet - Shared Access';*  
  


1. We use the country ISO code and the combination requested by the user to check if it is available or not using the above queries. If the data does not return, we move on to engage CASPR team.
2. Once CASPR team confirms that the speeds have been activated, we retry the issue from our side and if successful, we share a screenshot with the user asking them to retry the issue from their side.

**# 5 MOW BULK Template Issue for Mexico Ticket #000000256298118**

**PROB\_DESC**: Issue with Igloo bulk template for Mexico: site telephone # shows +269 as the area code, however it should be +52. Unable to change it in the template. Need to manually change it in CQ

**Resolution Steps:**

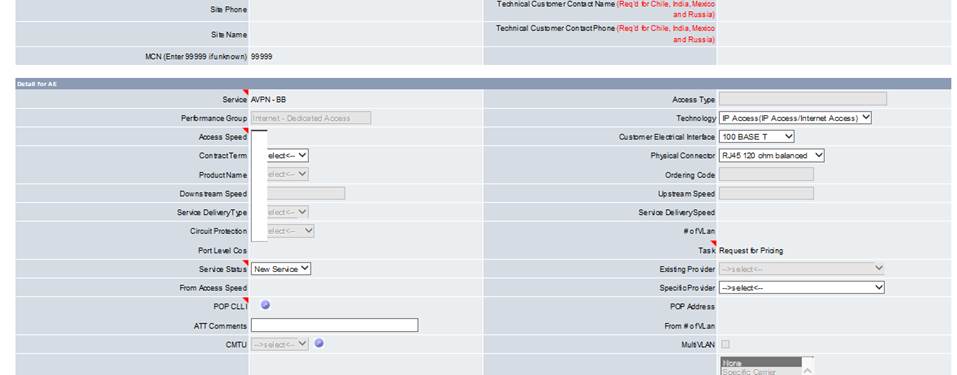
1. We downloaded a fresh MOW bulk template file from IGLOO and tested the issue from our end. We found and confirmed the issue that the user was facing.
2. We asked the user to share the BULK Template file which the user tried to upload and faced error.  
   
3. We then engaged IGLOO Testing Team and tested the issue again on a conference call.
4. They confirmed the issue as well.
5. We then engaged the IGLOO DEV on the issue.
6. IGLOO DEV provided the Workaround on the issue to the user.

**#6 IGLOO MOW PoP not found in CQ GUI TT # 000000260989268**

**PROB\_DESC:** Impossible to submit CQ to Buenos Aires 2 PoP for a site in Uruguay

Pop not available in CQ GUI

**Resolution Steps:**

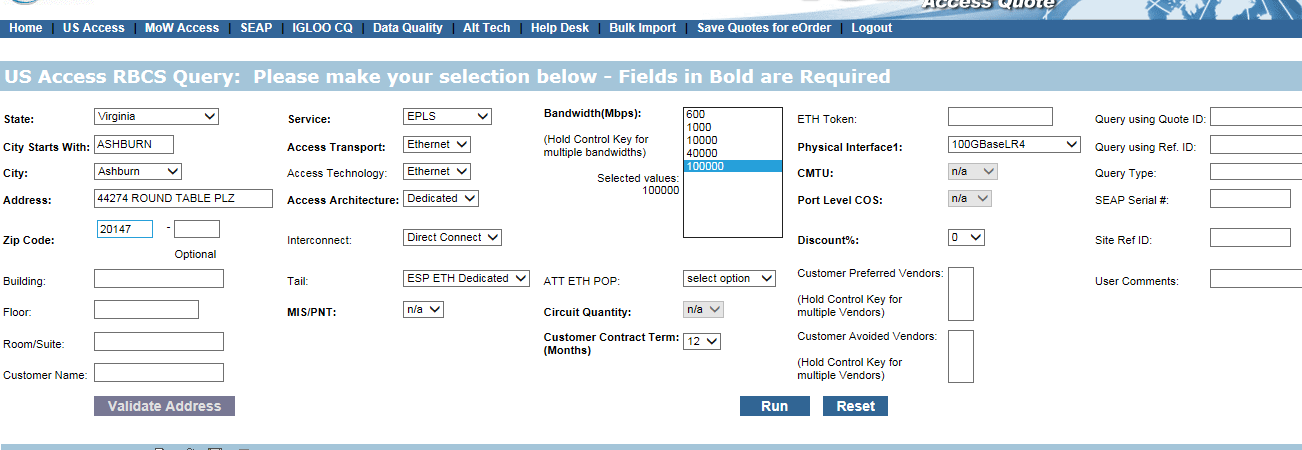
1. We retest the issue from our side. The Pop was available in AQ but when the quote was moved to CQ, the Pop CLLI disappeared.   
   
2. We then engage CASPR team to check and assist in the issue.
3. CASPR team activate the pop required at the location. The changes take one whole day to reflect in IGLOO.
4. We check the issue the next day and if the value displays in CQ GUI, we inform the user.  
   

**# 7 ASOC Error: 1. 251-PoP Provided Not Available TT # 000000271679667**

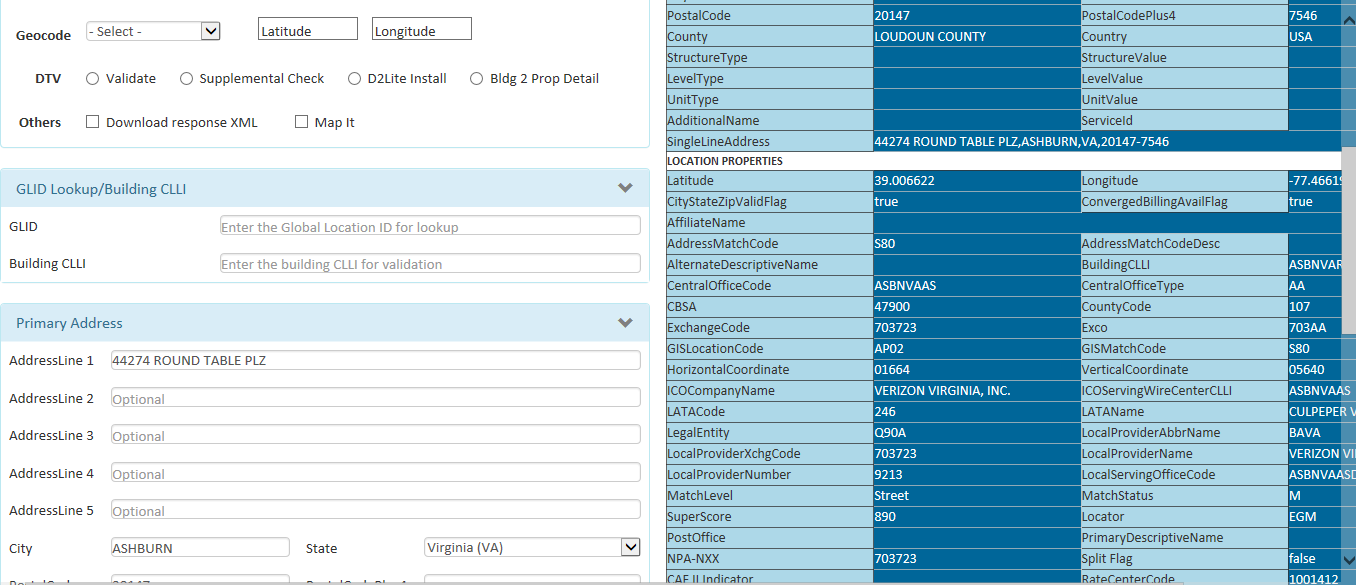
**PROB\_DESC:** Error message is **ASOC Error: 1. 251-PoP Provided Not Available**  
Confirmed high cap list for POPs WASHDCDT and WASHDCSW, they are available for all speeds

**Resolution steps:**

1. We retest the issue from our side with the exact request details.
2. Fill details provided in screenshot of service speed and all.



1. Check in OVALS GIS to confirm if the Vendor is serving at the location or note. If it is, proceed to investigate further.



1. Check OVALS GIS and also BLEAP (If there is another CLEC vendor at the location) to check the Vendor details.
2. We then check the Vendor Rates List, SWC and Pop Updates file to cross check the information to check if the issue is from igloo side. If not, we check the logs of the transaction.
3. As per the logs, the call made to ASOC threw the error. We then engaged ASOC team with the logs.

**How to fetch logs:**

//to find logs with ETH token//

select \* from igloo.us\_rbcs\_output\_log where eth\_token = 'ETH100FX5O'

using result id:

select \* from igloo.gt\_user\_query\_results where result\_id='6254968001';

To fetch RBCS logs with **error**

Simply enter the error exactly as it is displayed in IGLOO and change the name of the “WS” to check the logs for other applications.

select \* from igloo.web\_service\_log where web\_service\_log\_id > 9916701 and xml\_request like '%601 BAYSHORE BLVD%' and transaction\_name='ASOC\_WS' order by web\_service\_log\_id desc;