**Order Injection Failure**

**Case 1: FTN Elements Missing**

Error Message:

18-11-2019 15:30:08.346 [pool-1-thread-1] ERROR orderId: c.att.brass.b2bi.DSLFtnRetriveClient.readErrorResponse - B2B-FTN-ERR:ERROR:11030114:401-1001-1601467989-Not Qualified for Dry Loop

18-11-2019 15:30:08.346 [pool-1-thread-1] INFO orderId: c.a.b.s.impl.CaseCreateServiceImpl.updateRetryCount - Current Retry count is =2

18-11-2019 15:30:08.346 [pool-1-thread-1] ERROR orderId: c.a.b.s.impl.CaseCreateServiceImpl.updateRetryCount - Maximum Retries Exceeded for CaseCreationRequest: FMOB1184199

Resolution Steps:

1. Pick address from order\_queue table.

select dslorderid,service\_address1,service\_address2,service\_city,service\_state,service\_zip,service\_phone from order\_queue where dslorderid='FMOB1184199';

1. Execute prequal on <https://zlp12222.vci.att.com:8443/ordering/prequal.cgi>
2. If address is qualifying in prequal with Dryloop services, log on to BRASS BE server (zlp12222.vci.att.com).
3. Log in as sudo user

sudo su – brass

1. Go to /opt/app/brass/log directory
2. Open file named ASOC\_preq\_ws.log and search for that address
3. Pick up addrQueryPreQualTrkNbr, please refer below log:

addrQueryBusinessDay(11-26-2019)

addrQueryPreQualTrkNbr(1601572568)

addrQueryAcctUnavailReason()

Service Ids

DslLsAvail(N)

DslDlAvail(N)

Prequal ErrID()

Prequal Error Message()

Name of caller(/opt/app/brass/ordering/cgi-bin/prequal.cgi)

AMNQ Service Qualified:HSIABASIC(.768)::NetworkType:IP-CO:ProductPrimaryRTID:5302655330:ProductSecondaryRTID::ExhaustCode:::SubTransportType::Fqz17MHzInd::VectorInd::BandwidthInd:::SubTransportType:

Address Returned by Provider(11420 TOWER HILL RD ::NC(NC):CA:95959::)

1. Update that prequal tracking number in order\_queue table and change retry count to 1. Please refer below query.

update order\_queue set prequaltrknbr='' , retry\_count='1' where dslorderid='DSLORDERID';

1. If no dryloop service available for that address, please check with AIMONE, KAREN ([ka5856@att.com](mailto:ka5856@att.com)) for prequal tracking number.

**Case 2: Invalid field(s):Installation\_Contact/Person\_Name/First**

Resolution steps:

1. Check logs in /opt/app/brass/log/CaseCreation.log\* for the stuck order.
2. If error is Invalid field(s):Installation\_Contact/Person\_Name/First, trim down the contact first name to 30 characters in order\_queue table and change retry count to 1.

update order\_queue set contact\_first\_name = 'PLS FINANCIAL SERVICES',retry\_count= '1' where dslorderid = 'FMO1174398'

**Case 3: "StatusMessage" : "Hsia Iw Ind value is Required"**

1. Check logs in /opt/app/brass/log/CaseCreation.log\* for the stuck order.
2. If error is StatusMessage" : "Hsia Iw Ind value is Required", update hsia\_efbs\_inside\_wire\_ind to N in order\_queue table.

update order\_queue set hsia\_efbs\_inside\_wire\_ind='N' , retry\_count='1' where dslorderid='DSLORDERID';

**Case 4: "StatusMessage" : "Hsia Iw Type Value is Required"**

1. Check logs in /opt/app/brass/log/CaseCreation.log\* for the stuck order.
2. If error message is "StatusMessage" : "Hsia Iw Type Value is Required", update hsia\_efbs\_inside\_wire\_type as per below conditions:

* If HSIA network type is FTTB-C hsia\_efbs\_inside\_wire\_type should be Copper
* If HSIA network type is FTTB-F hsia\_efbs\_inside\_wire\_type should be Fiber

Select hsia\_network\_type from order\_queue where dslorderid = 'DSLORDERID';

update order\_queue set hsia\_efbs\_inside\_wire\_type =' Copper' , retry\_count='1' where dslorderid='DSLORDERID';