PMTU ISSUE

Resolution steps:

1. Pick token id from ticket and check logs in /asoc/logs

grep ETH20900MR \*order\*201910\*

1. Open file and search for that particular transaction:

logorderprocessing.W1.20191030:2019/10/30 15:37:34 Rqst: OrderProcessingImpl: 1537346-7771 OrderProcess: validateRequest: Querying ETHERNET\_TOKEN table for token:ETH20900MR

1. Find the select query for PROVIDER\_MTU Table:

select PMTU from PROVIDER\_MTU where asoc\_identity ='ALASKA COMMUNICATION' and upper(access\_type)=upper('SWITCHED') and upper(customer\_interface\_type) like '100BASE-TX (ELECTRICAL)%' and upper(PROVIDER\_PRODUCT\_NAME)=upper('ENHANCED METRO ETHERNET')

1. Open ASOC DB and run this query without Provided product name and check what we have in provider\_mtu table.
2. Suggest OCX team to update the correct PPN on token

Sample ticket : 000000270722011