**SIR ISSUE**

ISSUE: SIR ISSUE

Sample Ticket: 000000273659335

Case Id: 6657698

Solution:

Step-1: Check contact2address is available for below using below query.

DSL End User,

DSL CPOC,

DSL Billing,

DSL Building Contact

select table\_case.id\_number

,table\_case.creation\_time

,table\_site.site\_id

,table\_Contact\_role.role\_name

,table\_contact.objid as contact\_objid

,table\_contact.contact2address

,table\_site.cust\_primaddr2address

,table\_site.cust\_billaddr2address

,table\_site.cust\_shipaddr2address

,table\_site.primary2bus\_org

,table\_case.case2address

from table\_site,table\_case,table\_Contact\_role,table\_contact

where

table\_case.id\_number in (

'6657698'

)

AND table\_case.case\_reporter2site = table\_site.objid

AND table\_Contact\_role.contact\_role2site= table\_site.objid

AND table\_contact.objid = table\_Contact\_role.contact\_role2contact;

Step 2: If not available ask BRASS team to get JSON request for the DSL order.

Step 3: After getting JSON request like below.

"Installation\_Contact" : {

"Installation\_Contact\_Person\_Name" : {

"First" : "Jacques Saintlouis",

"Last" : "1494124772",

"Company\_Name" : "EarthLink"

},

"Installation\_Contact\_Address" : {

"Street1" : "980 Hammond Drive Suite 400",

"City" : "Atlanta",

"State" : "GA",

"Zip" : "30328",

"Telephone" : "8663001508",

"Email" : "ipbb@lists.corp.earthlink.net"

}

Step 4: Then run the following query to get cotact2address.

SELECT \* FROM table\_address where address='980 Hammond Drive Suite 400' and zipcode='30328';

From the above query result take the objid and update that objid in contact2address as below.(note:objid of the above query is the contact2address of the below.)

Step 3: After getting all information. Update accordingly using CONTACT\_OBJID.

update table\_contact set contact2address='xxxxxxxx' where objid='xxxxxxxx';

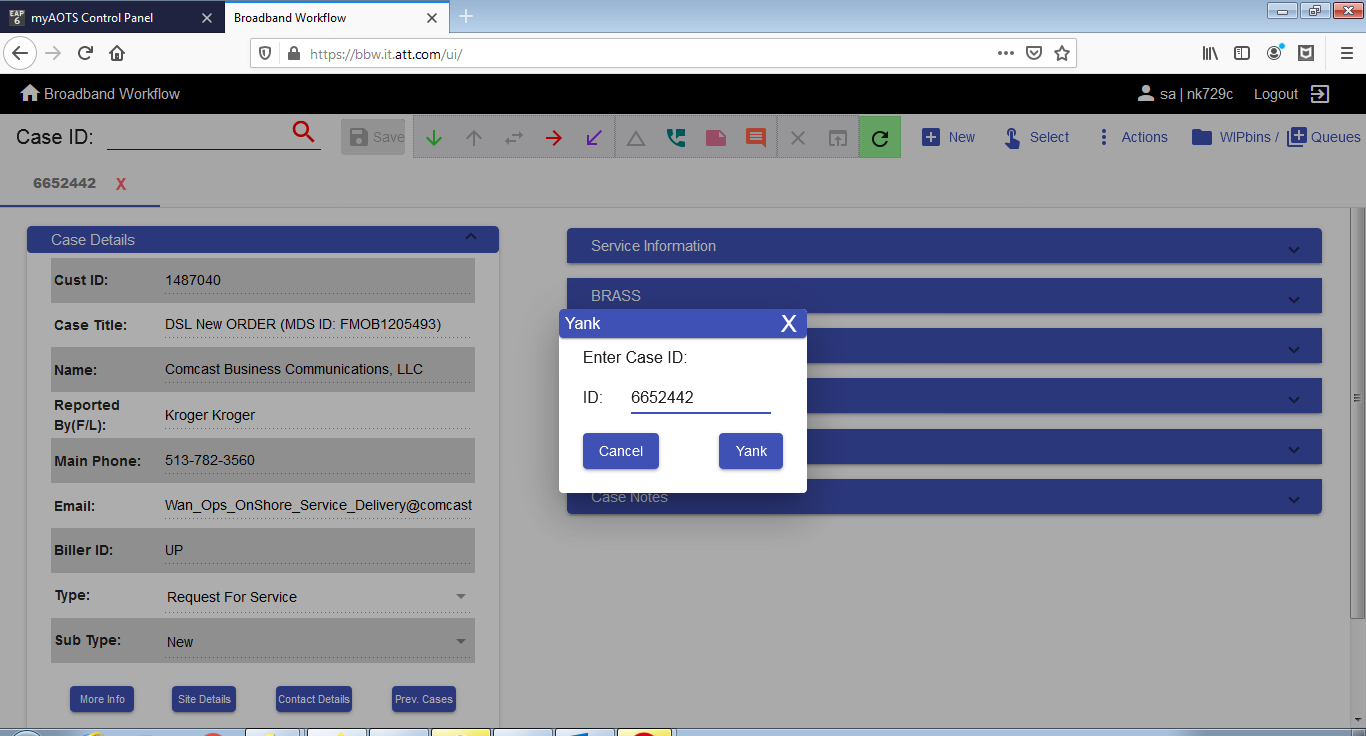
commit;

Step 4: After updating all contact2address we need retrigger SIR.

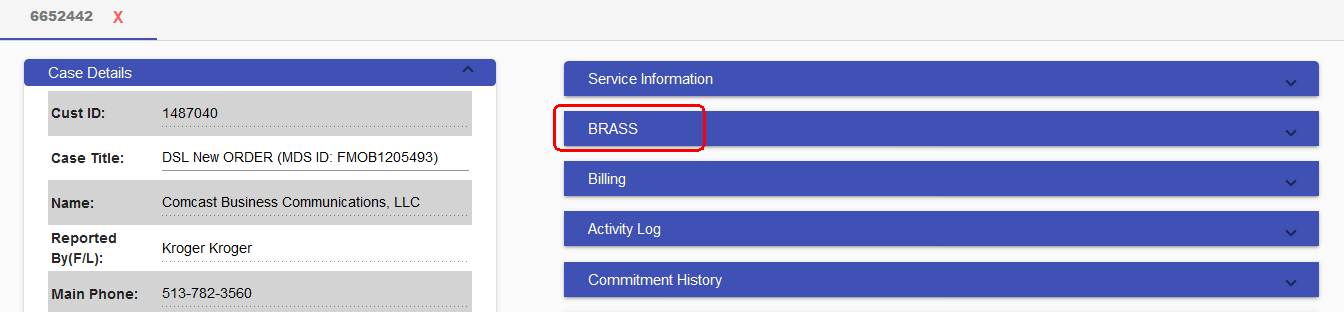
Below are steps to retrigger SIR.

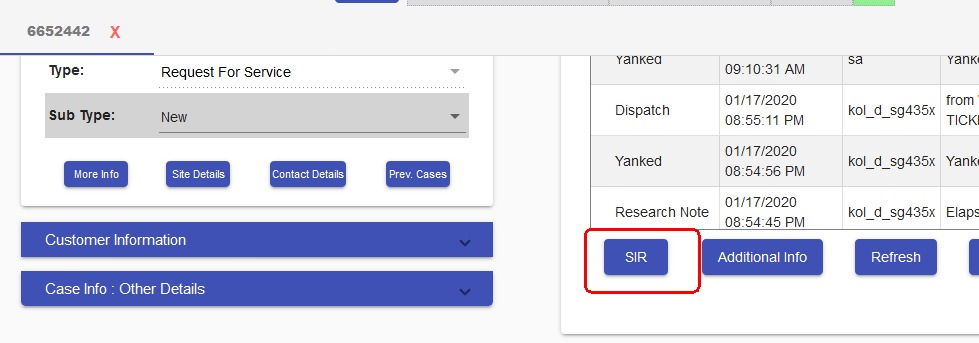
How to retrigger from GUI in BBW?­­  
(https://bbw.it.att.com/ui/)  
  
1. Open BBW GUI and search with Case ID

Then press ctrl +shift+ y to yank a case

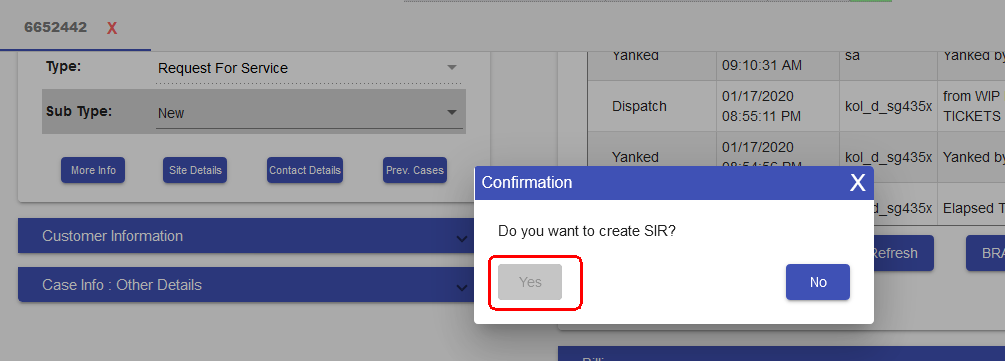


2. Go to BRASS tab, scroll down and click on SIR





3. Click yes on the subsequent tab



4. Then check below success message.(TX-ERROR and TX-STATUS)

