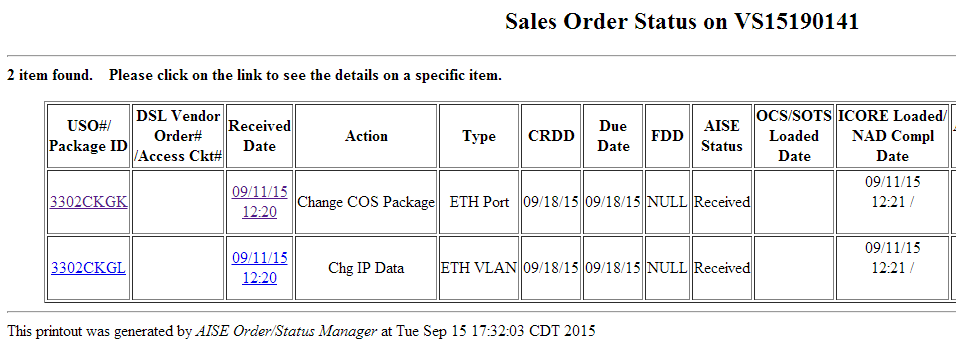
SOA LOAD BUTTON ISSUE

**CASE 1:**

1. Open the Order in QSOTS
2. Check for ICORE LOAD DATES
3. If the order is loaded to ICORE or there is error in ICORE load date column and SOTS LOAD Button is missing



1. Then check, how the order is loaded to ICORE

* You need to check special\_handling\_type in activity\_plus table
* select special\_handling\_type from activity\_plus where activity\_id =xxxxxx

|  |  |
| --- | --- |
| Value | Meaning |
| 0 | RPC |
| Null | RPC |
| 2 | WS |
| 3 | CSI |

1. Then check for error in PA(Port Assignment) logs:

{These are ICORE response to USRP}

* For RPC:

cd /opt/frame/log

grep –l “Sales\_order\_numer” \*icore\_rpc\*

* For WS/CSI:

cd /opt/frame/log/waslog/wsserver/icore/portassignment

grep –l “Sales\_order\_numer” \*

**CASE 2:**

1. If the Order is not loaded in ICORE and SOTS
2. Then firstly check for activity\_plus.special\_handling\_type
3. Then accordingly check the Request Logs (Request that is being sent from USRP to ICORE)
   * For RPC:

cd /opt/frame/log

grep –l “Sales\_order\_numer” \*icore\_rpc\*

* + For WS/CSI:

cd /opt/frame/log/waslog/wsclient/icore/multivlanservice

grep –l “Sales\_order\_numer” \*

**CASE 3:**

* + If some of the uso’s are loaded to ICORE and SOTS but few of them are not, then check for candidate types first.
  + Select ocs\_candidate\_type,sots\_candidate\_type,icore\_candidate\_type from activity\_plus where activity\_id=xxxxxx
  + For E.g. USO: 38572358 is not a candidate to load ICORE

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Count | sales\_order\_name | uso\_number | activity\_id | ocs\_candidate\_type | sots\_candidate\_type | icore\_candidate\_type |
| 1 | VS15078498 | 38572358 | 16362973 | A | D | N |

**How to find activity ID?**

* You can find activity\_id in DSOTS

or

* select \* from acty\_by\_so where sales\_order\_name=”VSxxxxx”

