**Waiting Port Assignment**

**Task: - Waiting Port Assignment** is a task which stuck in the workflow when one of the condition out of three is not satisfied.

Three conditions to check Waiting Port Assignment are:

1. ASGN
2. PAID
3. Order segmented in ICORE or not.

Follow below steps to check all the conditions:

1. Check the order in the GUI and DB for ready tasks.

**Inconcert Query used:**

Select ord.purge\_IND,ms.ms\_task\_id,ord.usrp\_order\_number,sub.order\_gate1\_status, sub.ms\_sub\_order\_id,sub.wan\_link\_ip\_addr, wf.name, wf.status, wf.job\_id, wf.task\_id, wf.first\_ready\_time,wf.ready\_time, wf.due\_date, wf.done\_time, wf.first\_ready\_time,wf.skipped\_time, wf.perform\_condition, wf.ITERATE\_CONDITION

from ms\_order ord, ms\_sub\_order sub,ms\_job j,wf\_task wf,wf\_job job,ms\_task ms

where

Ord.Usrp\_Order\_Number In

('157512824')and ord.ms\_order\_id = sub.ms\_order\_id and ms\_sub\_order\_id = j.entity\_id

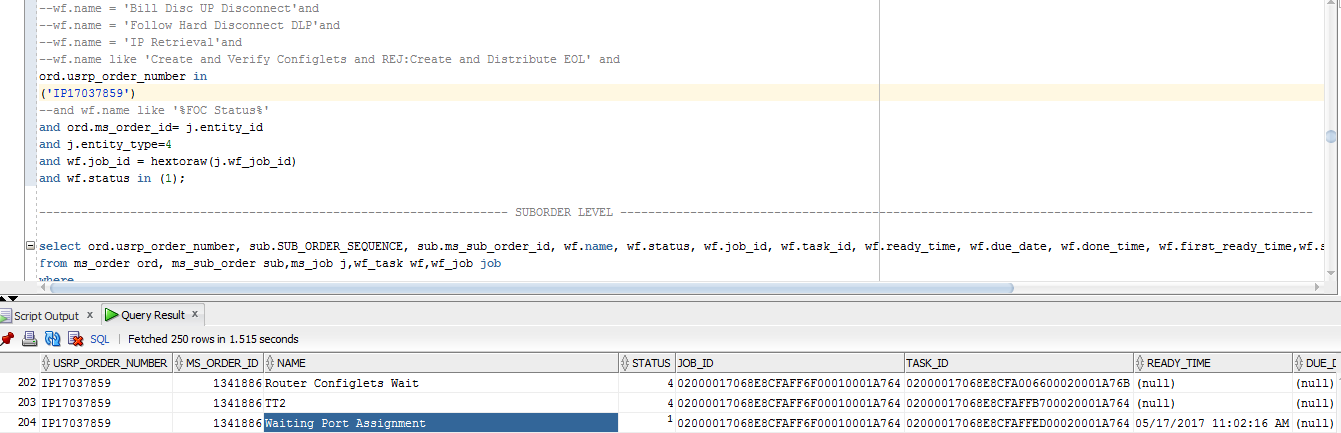
and wf.job\_id= hextoraw(j.wf\_job\_id) And Wf.Job\_Id = Job.Job\_Id and wf.task\_id= ms.WF\_TASK\_ID

and j.entity\_type=5 and (wf.status in (1));

**mS Updates SQL Query:-**

SELECT usrp\_order\_number, o.ms\_order\_id, ms\_sub\_order\_id, t.name, t.status\_updated\_date , t.status, t.\* FROM ms\_task t, ms\_job j, ms\_order o , ms\_sub\_order so WHERE usrp\_order\_number IN ( '194943727' ) AND so.ms\_order\_id = o.ms\_order\_id AND entity\_id = ms\_sub\_order\_id AND entity\_type = 5 AND t.wf\_job\_id = j.wf\_job\_id and t.status = 1;

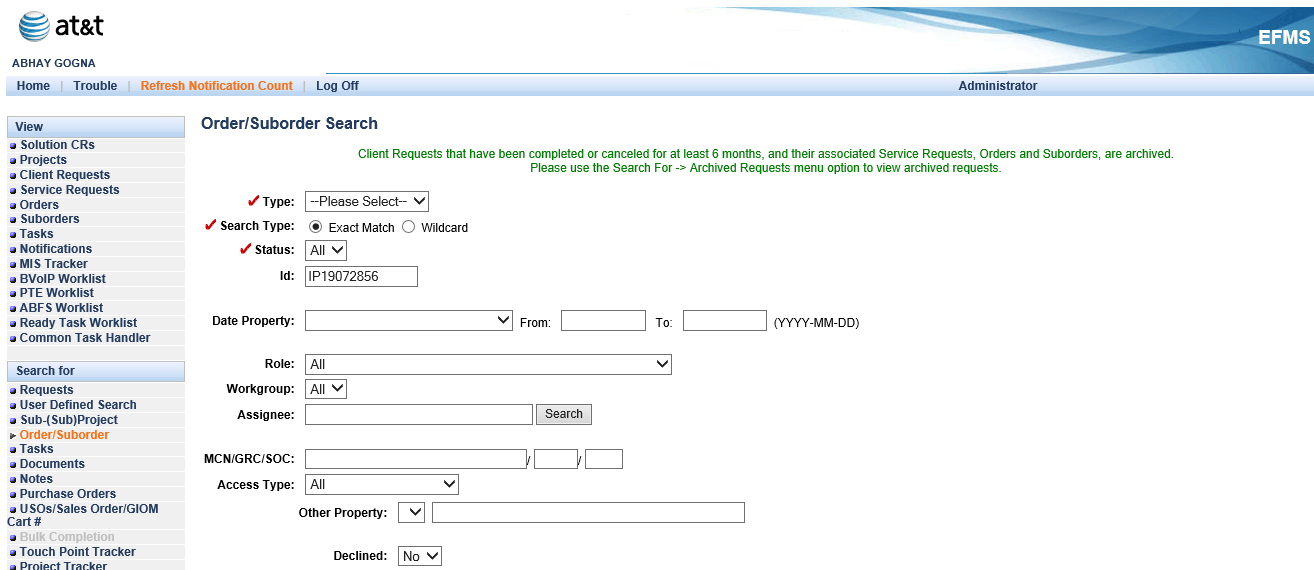
New Query mS



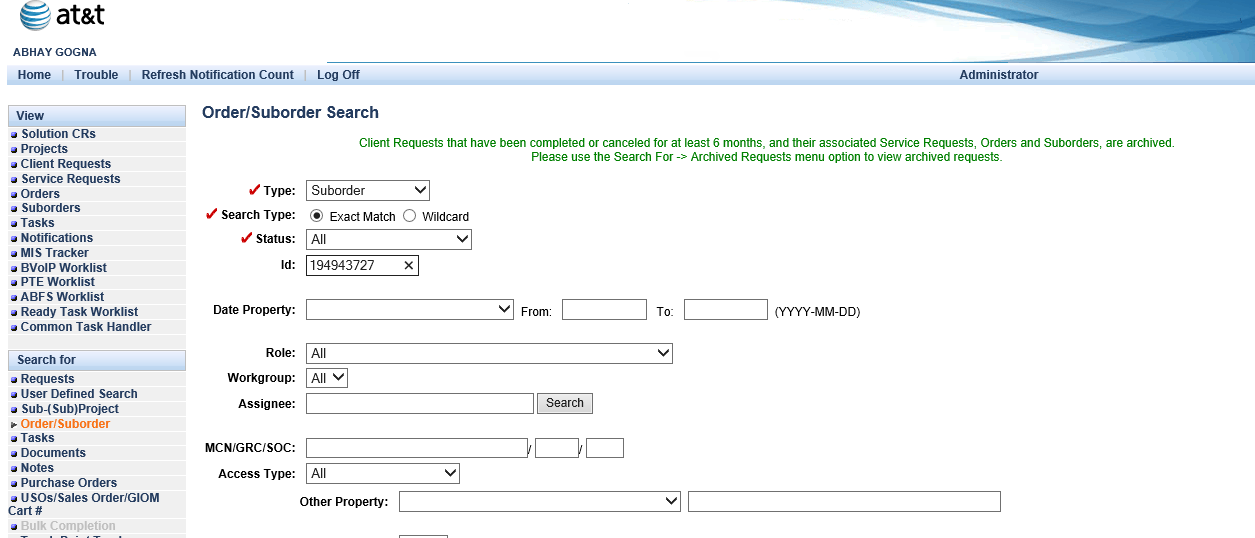
**EFMS GUI** [**URL :-**](URL:-)

[**http://efmsms.it.att.com:8008/MS**](http://efmsms.it.att.com:8008/MS)

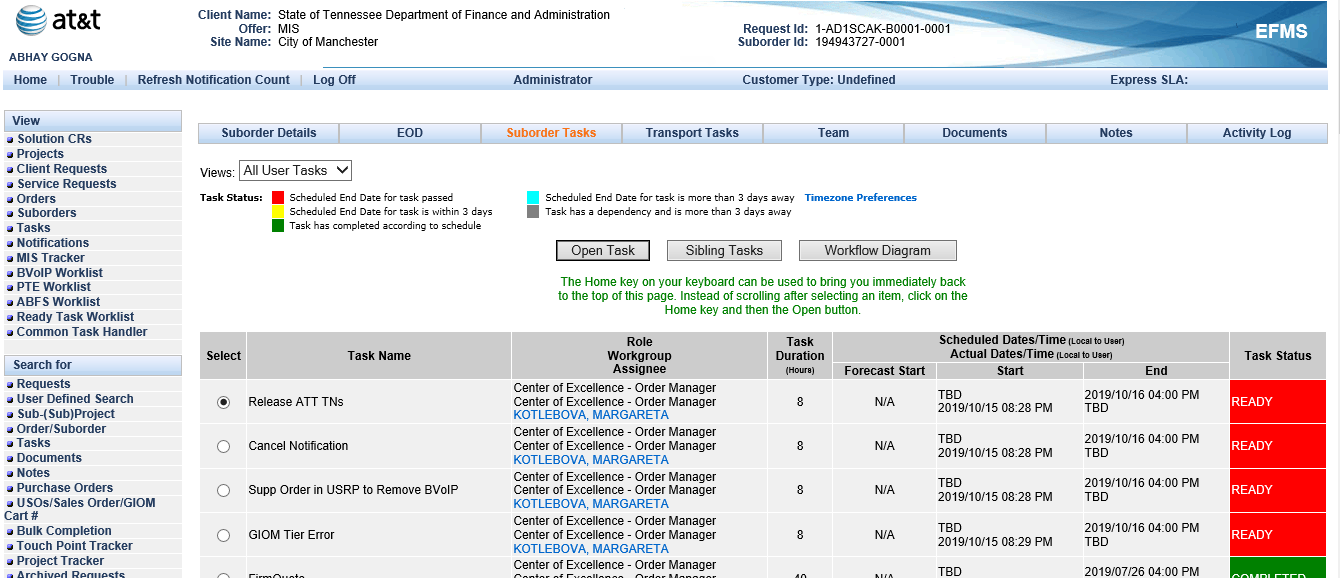
**EFMS GUI:**

****

**Order / Sub-Order Level:**

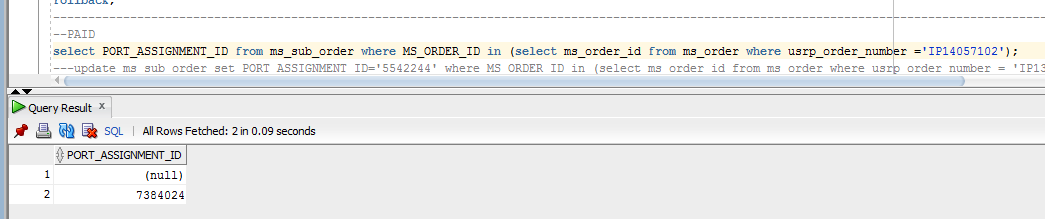
****

**Task List:**

****

1. To check if PAID is present or not - Run below SQL query:

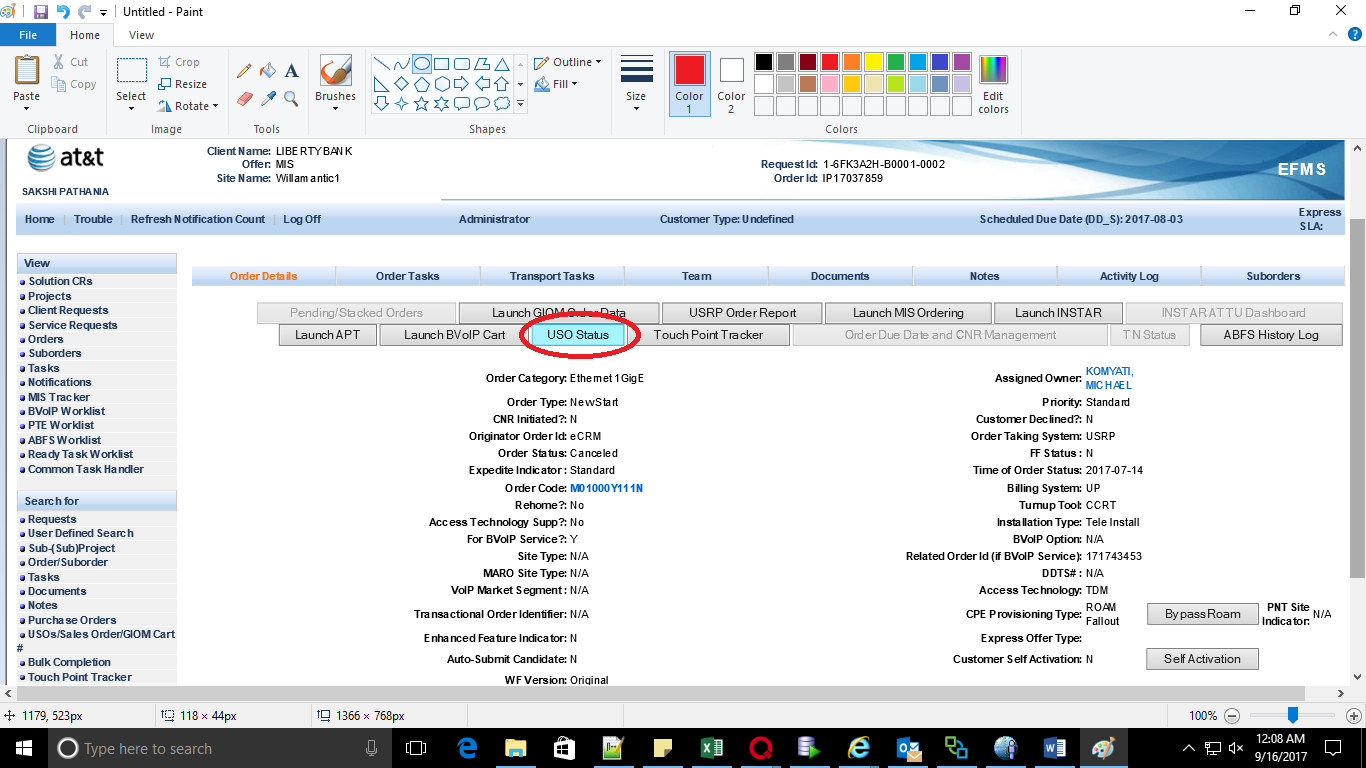
select PORT\_ASSIGNMENT\_ID from ms\_sub\_order where MS\_ORDER\_ID in (select ms\_order\_id from ms\_order where usrp\_order\_number = 'IP14057102');



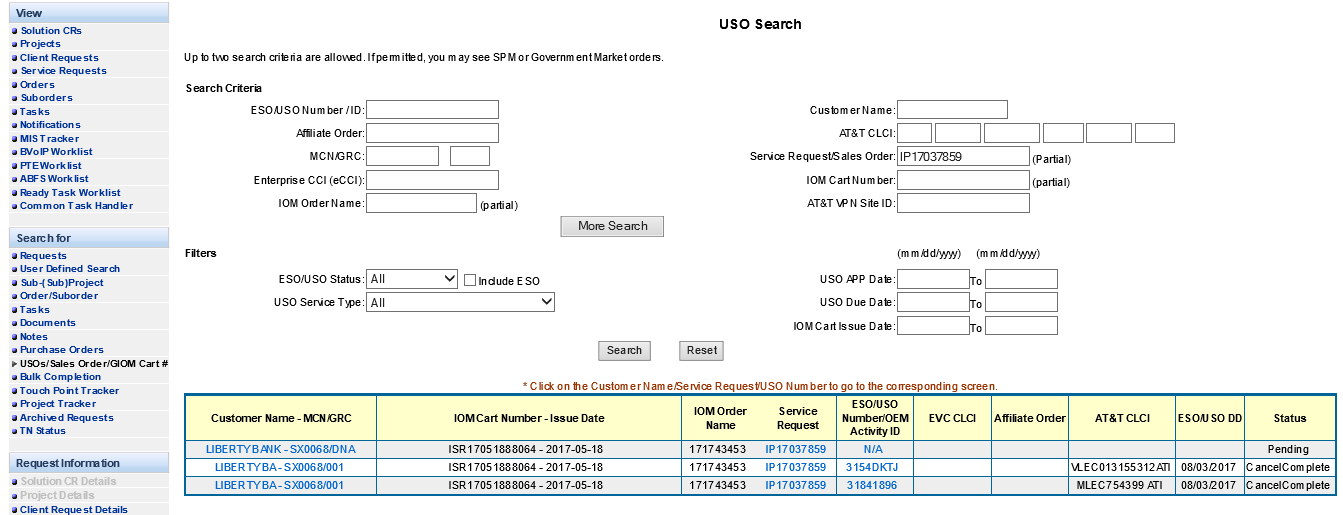
In above screen shot, PAID is present in EFMS.

1. To check ASGN: In the EFMS-GUI, check whether the "ASGN" event in EFMS-A completed.
2. Open order in EFMS GUI, Go to Order details then select USO status tab. Hit Search.

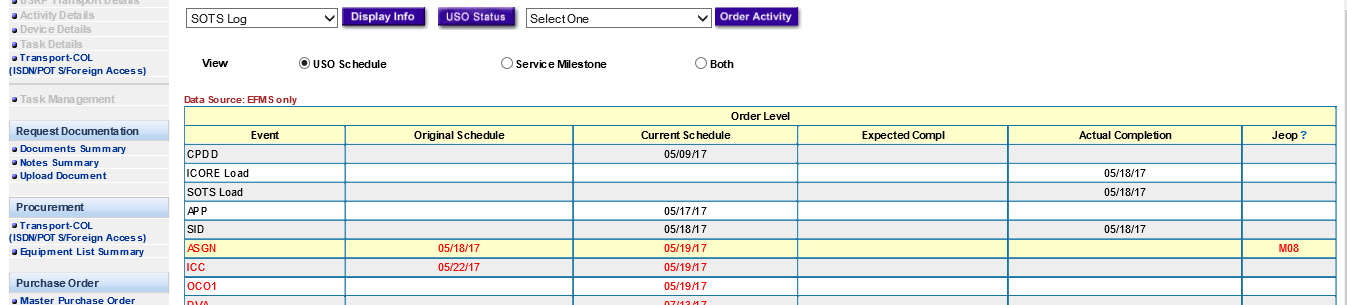
URL Link:-



1. Click on Search button without any inputs in any of the field.
2. Click on the hyperlink for USO# for each sub-order as show below:



1. Confirm that the ASGN is completed on the both USO.



Actual Complete date should be populated, that’s indicates the completion of the event.

In above screen shot, it’s not completed.

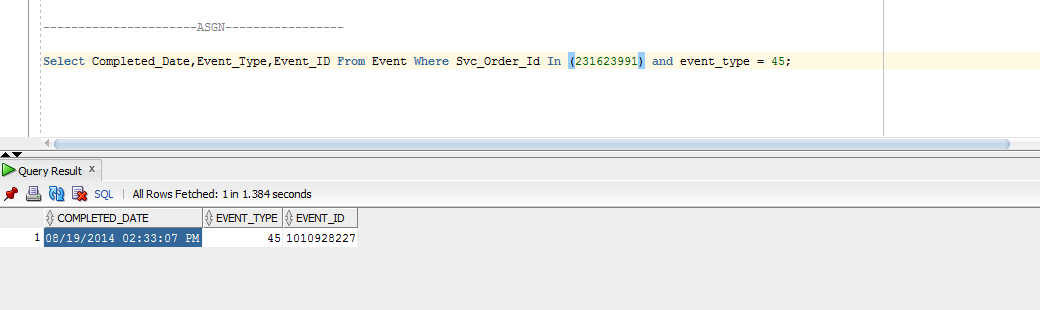
**Note:**

We can also check ASGN from below queries in EFMS-A:

select o.order\_number,o.svc\_order\_id ,o.status from svc\_request s, svc\_order o where s.svc\_request\_name in('IP14101512') and s.svc\_request\_id = o.svc\_request\_id and (o.status = 0 or o.status = 1 or o.status =4 );

--Put the Svc\_order\_id from above query in below script:

select svc\_order\_id, EVENT\_ID, event\_type, COMPLETED\_DATE, COMPLETED\_DATE\_STAMP, NOTE from event where SVC\_ORDER\_ID in ('232382627','232382628','232439759’) and event\_type='45';



At least for one USO ASGN should be completed.

If ASGN is not completed for all USO's then create a ticket to EFMS-A to find out why ASGN not completed for related USO.

4. If the completion date is NULL, so that may be the reason you see the task in workflow stuck. In order for the ASGN to complete, the order needs to be segmented in ICORE, you can check with INSTAR team to see if it has.

5. If the order has not segmented in ICORE, then this will go back to the user as the order has not segmented. This could be due to the order not loading properly in ICORE, etc. but there is nothing we can do if this has not segmented. User should find out why the order did not segment in ICORE. The key thing to remember is we cannot progress this unless it has segmented.

6. If segmented, fc the Waiting Port Assignment task. Sometimes you will see two other tasks in workflow that go along with the port assignment task. If you see these, you FC them as well.

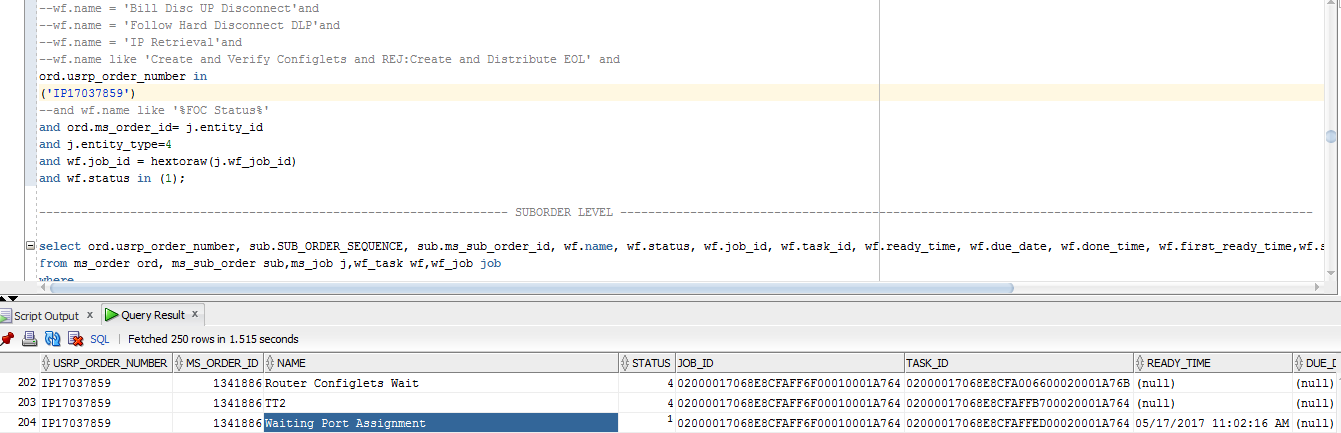
They are:

--and wf.name like 'Port Assignment USRPIP Update Fallout'

--and wf.name like 'Wait for USRP Paired Message'

If all of the three conditions are met, we can Fc the Waiting Port Assignment task:

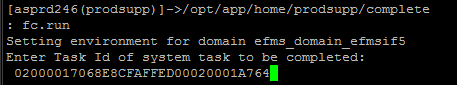
* Pick the Task Id of the task



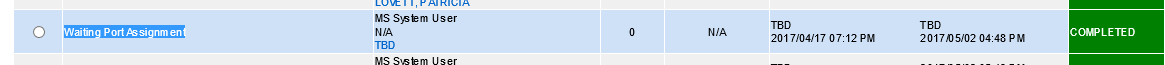
- Use following commands in Putty:

- cd complete

- fc.run and enter the task id.



After completion, you can see the task in Completed state in EFMS GUI:



7. If you have reports the order has not segmented, you can say to user:

User,

Order has not segmented in ICORE and workflow cannot progress until this has happened. Please ensure order has loaded to ICORE properly so that it may segment. EFMS PSO cannot progress the workflow until the order has segmented in ICORE.