ICORE Error: Customer ID 76626 in the request is not the same as customer ID 784

640 with the SAPID. 17934156,

Reference ticket- 247519197

Case- 1

Step 1. Check the log\_ip\_id using DSOTS

Step 2. Check for end\_user\_c\_id in logical\_ip table using below query

select end\_user\_c\_id from logical\_ip where log\_ip\_id=2212926

Step 3. Use the end\_user\_id as customer\_id in customer table and checkl for ipd\_cust\_id

select ipd\_cust\_id from customer where customer\_id=end\_user\_c\_id

select ipd\_cust\_id from customer where customer\_id=1399561

Step 4: Update ipd\_cust\_id to the value user provided.

update customer set ipd\_cust\_id=784640 where customer\_id=1399561

Case- 2.

If end\_user\_c\_id is NULL then update sales\_order\_supp table

select ipd\_cust\_id from sales\_order\_supp where so\_supp\_id=8825303

update sales\_order\_supp set ipd\_cust\_id =784640 where so\_supp\_id=8825303