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| **\*\*\*\* SENSITIVE WORK AROUND \*\*\*\*** | | | |
| Clean up steps for NFoD orders with DEPLOY status in CCD | | | |
| Service Line: | NFoD | Product: | ALL |
| Defect #: |  | ETA: |  |

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**Assumptions:**

* Agent has write access to OMX DB and OCX DB
* Agent has access to CCD UI: <https://www.e-access.att.com/ccd/>
* Agent has WSDL configured in SOAP UI <http://ocx-api.it.att.com:12381/GAMMA-WEB_SERVICES/com.amdocs.cih.services.oms.interfaces.OCXOrderingServices?wsdl>

**Scenario:**

In order to apply this work around BOA agent scenario MUST fulfill below aspects (if any doubts on it please ask for help or validation before executing)

1. There is a ticket created in BOA queue with request to clean / cancel order in all systems.
2. Order reached PoNR in OMX and OCX.
3. Order is at DEPLOYED status in CCD

**Procedure:**

Main goal of this procedure is manually trigger cancellation from OCX in order to have an NFoD order that reached PoNR cancelled, ECOMP system cleanup has to be done following the MnP for that topic.

This procedure will follow below steps and has to be done in the presented sequence

1. Rollback PoNR in OMX.
2. Rollback PoNR in OCX.
3. Trigger order cancellation in OCX/ OMX from SOAP UI.

**Detailed steps:**

To find both CPE / VNF Orders for the particular Group ID : Sample

Order ID : '305538981'

Group ID : '305538980'

select Parent\_order\_unit from pocx\_omsown.tborder\_action where order\_unit\_id In ('305538981') order by reference\_number;

select \* from pocx\_omsown.tborder\_action where order\_id In ('305538980') order by reference\_number;

SO: 305538981 - CPE

SO: 305538985 - VNF

SO: 305538983 - VNF

1. **Rollback PoNR in OMX:**

Select \* from AFFUSER\_HALO.OSS\_ATTRIBUTE\_STORE

where PARENT\_ID IN (Select OBJID from AFFUSER\_HALO.SC\_PROJECT\_ORDER\_INSTANCE where name like '%305538985%' and code like '%PONR%');

BOA agent has to login in OMX DB (using write privileges) and execute bellow script.

Note : All order actions under the required order have to be added in the script.

--DEFINE VAR\_CTCV\_CONV\_ID = 'USH: 247961774'

-- Always have to add OCX\_OrderAction\_ before the order action number

DEFINE VAR\_OA\_IDS = 'OCX\_OrderAction\_303467105'

* + 1. update affuser\_halo.sc\_project\_order\_instance set is\_ponr=0 where objid in (SELECT objid FROM affuser\_halo.sc\_project\_order\_instance WHERE name in ('&VAR\_OA\_IDS'));
    2. Use the output of below query to run updateProject from SOAP to set PONR as false.

select sc.id, oas.code, oas.value from AFFUSER\_HALO.sc\_project\_order\_instance sc, AFFUSER\_HALO.oss\_attribute\_store oas where oas.value in('USSTAFDROCO0201UJZZ01','USSTAFDROCO0201UVHN01') and sc.objid = oas.parent\_id

**wsdl :** [**http://zlpv1645.vci.att.com:9007/aff/ProjectStoreSvc?wsdl**](http://zlpv1645.vci.att.com:9007/aff/ProjectStoreSvc?wsdl)

**To check the PONR Status for the Service Order:**

Select \* from AFFUSER\_HALO.OSS\_ATTRIBUTE\_STORE where PARENT\_ID IN (Select OBJID from AFFUSER\_HALO.SC\_PROJECT\_ORDER\_INSTANCE where name like '%305469463%' and code like '%PONR%');

**To find the Project id for the service order :**

Select ID, substr(NAME, -9 , 9), START\_DATE , STATUS, COMPLETION\_DATE , TYPE from AFFUSER\_HALO.SC\_PROJECT\_ORDER\_INSTANCE where name like '%305469515%' --and STATUS NOT IN ('FCANCELLED') --and START\_DATE > '31-DEC-17' order by START\_DATE desc;

Sample updateProject Request :

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:proj="http://amdocs.com/oss/aff/schema/projectStoreElements" xmlns:proj1="http://amdocs.com/oss/aff/schema/project" xmlns:char="http://amdocs.com/oss/aff/schema/characteristicsContainer">

<soapenv:Header/>

<soapenv:Body>

<proj:updateProject>

<proj:updateProjectRequest>

<proj:project>

**<proj1:ID>Project123</proj1:ID> <!-- id from the query-->**

<proj1:characteristics>

<!--Zero or more repetitions:-->

<char:Characteristics>

<char:name>PONR</char:name>

<char:value>fase</char:value>

<!--Optional:-->

</char:Characteristics>

</proj1:characteristics>

</proj:project>

</proj:updateProjectRequest>

</proj:updateProject>

</soapenv:Body>

</soapenv:Envelope>

* + 1. update affuser\_halo.oss\_slm\_milestone set state=1 where oid in (

SELECT oid

FROM affuser\_halo.oss\_slm\_milestone

WHERE milestone2plan IN (

SELECT OID

FROM affuser\_halo.oss\_slm\_plan

WHERE plan\_id IN (

SELECT project\_slm\_plan\_id

FROM affuser\_halo.oss\_execution\_slm\_plan

WHERE execution\_plan\_id IN (

SELECT ID

FROM affuser\_halo.oss\_execution\_plan

WHERE project\_id IN (

SELECT ID

FROM affuser\_halo.sc\_project\_order\_instance

WHERE name in ('&VAR\_OA\_IDS'))))) and state = '2');

-- commit;

1. **Rollback PoNR in OCX**

BOA agent has to login in OCX DB (using write privileges) and execute bellow script.

All order actions under the required order have to be added in the script.

*update pocx\_omsown.tbdynorder\_atr\_val set value = 'false' where order\_unit\_id in ('303278990','303278993') and code\_name ='PASSED\_PONR\_STATUS';*

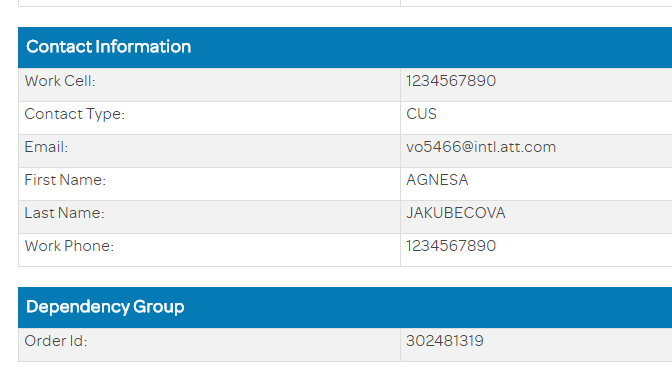
*update pocx\_omsown.tborder\_action set amend\_allowed\_ind = 'AL', cancel\_allowed = 'HE' where order\_unit\_id in ('303278990','303278993');*

*commit;*

**3.- Trigger order cancellation in OCX/ OMX from SOAP UI – This is working only through HVD**

1. BOA Agent to trigger cancelOrder request through SOAP UI using cancel reason as **CREQ**, this will trigger cancellation flow in OMX and OCX. (please find an XML example below)

Agent can find all the required information for filling the request in OMX UI.



*<?xml version="1.0" encoding="UTF-8"?>*

*<soapenv:Envelope xmlns:ocx="http://oCXOrderingServices.interfaces.oms.services.cih.amdocs.com"*

*xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">*

*<soapenv:Header/>*

*<soapenv:Body>*

*<ocx:cancelOrder>*

*<OrderingContext>*

*<availableProductLazyLoadLevel>0</availableProductLazyLoadLevel>*

*<locale>*

*<country>US</country>*

*<language>en</language>*

*<variant/>*

*</locale>*

*<salesChannel>*

*<valueAsString>SA</valueAsString>*

*</salesChannel>*

*</OrderingContext>*

*<CancelOrderInput>*

*<autoCancelDependents>true</autoCancelDependents>*

*<orderingContext>*

*<availableProductLazyLoadLevel>0</availableProductLazyLoadLevel>*

*<locale>*

*<country>US</country>*

*<language>en</language>*

*<variant/>*

*</locale>*

*<salesChannel>*

*<valueAsString>SA</valueAsString>*

*</salesChannel>*

*</orderingContext>*

*<validateBundle>false</validateBundle>*

*<ordersToCancel>*

*<cancelReason>*

*<valueAsString>****CREQ****</valueAsString>*

*</cancelReason>*

*<cancelUserText>*

*<orderActionReasonFreeText>BOA\_CANCEL\_USH: 251062643</orderActionReasonFreeText>*

*</cancelUserText>*

*<contactList>*

*<contact>*

*<contactType>CUS</contactType>*

*<email>Mp8792@us.att.com</email>*

*<firstName>Mike</firstName>*

*<lastName>Pignato</lastName>*

*<mobilePhone>2397473055</mobilePhone>*

*</contact>*

*</contactList>*

*<orderRef>*

*<orderID>*

*<orderID>302472820A</orderID>*

*</orderID>*

*</orderRef>*

*</ordersToCancel>*

*</CancelOrderInput>*

*</ocx:cancelOrder>*

*</soapenv:Body>*

*</soapenv:Envelope>*