**Issue**

The details from RDC( After the repull ) Its not flowing to SC

No error seen in logs

the Account Hierarchy data is missing on the account and users are not able to create opportunities >> For this they get Orphan client error

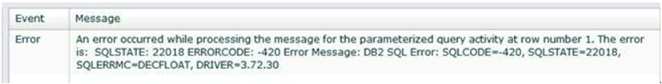
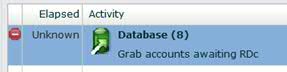
[$5B2946674981FD29.jpg]

**RCA**

When we verified the sfa\_status in sctid.accounts table using below we found there were 145 records where sfa\_status was NULL or blank.

select ccms\_id from sme.accounts where ccms\_level='S' and (sfa\_status is NULL or trim(sfa\_status)='') and deleted=0

The castiron orchestration RDcUnqualifiedSiteController was spewing one error as below



That was because the sfa\_status had NULL or blank per above sql result  
Below is the sql used by the orchestration which was failing

SELECT NAME, ID, DATE\_MODIFIED, DATE\_ENTERED, SFA\_STATUS

FROM ACCOUNTS WHERE CCMS\_LEVEL = 'S' and

((((SFA\_STATUS LIKE '1%' and SFA\_STATUS!='10' AND SFA\_STATUS!='1') OR SFA\_STATUS LIKE '3%' OR SFA\_STATUS LIKE '6%' ) AND DELETED = 0 )

or (SFA\_STATUS LIKE '7%' AND DELETED = 1))

AND (SFA\_STATUS < 10 or mod(SFA\_STATUS, 10) < ?)

ORDER BY DATE\_ENTERED DESC

FETCH FIRST 5000 ROWS ONLY UPDATE

**Solution**

We run the below 2 sqls to update the SFA\_status as per Tony’s suggestions:  
Update SCTID.ACCOUNTS SET SFA\_STATUS =5 WHERE ID IN (select ID from sme.accounts where ccms\_level='S' and (sfa\_status is NULL or trim(sfa\_status)='') and deleted=0 )

UPDATE SCTID.ACCOUNTS\_CSTM SET LAST\_UPDATING\_SYSTEM\_C ='SFA\_FIX' WHERE ID\_C IN (select ID from sme.accounts where ccms\_level='S' and (sfa\_status is NULL or trim(sfa\_status)='') and deleted=0 )   
  
**And then everything started working and the castiorn pulled the data from RDC.**