

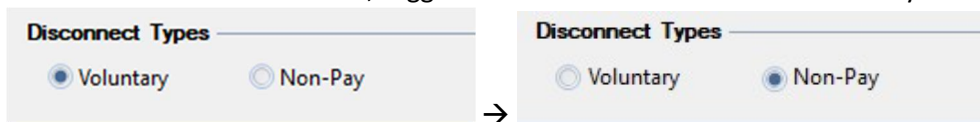
## ISP17E – No Category/Comp Match for \*\*\*\*\* (Multiple Code Variations Fail)

Different errors occur when attempting to add a job to an open-DI in order to reflow for SODI. The solution for this issue may change as the issue evolves.



### Possible Solution #1:

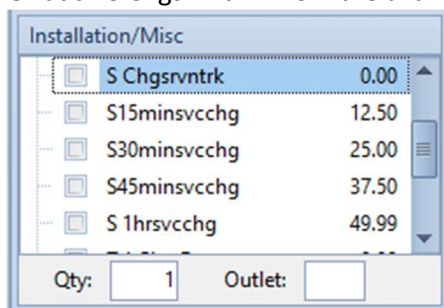
1. Error prompts when attempting to add a job to the order
2. Access the “Order Details” tab, toggle the radio buttons between “Voluntary” and “Nonpay”



3. Click “Validate”
4. Toggle the radio buttons again - from “Non-pay” back to “Voluntary”



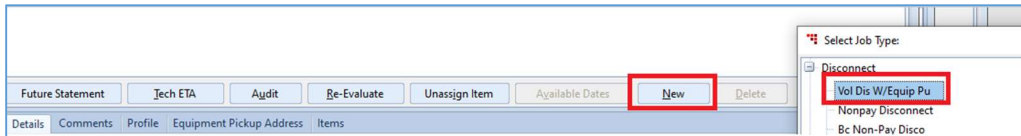
5. Check “activate equipment” and then “Validate”
  - Does an error prompt?
    - No = Issue should be resolved, complete the job that was added
    - Yes = Proceed to step 6
6. Go back to the “Services” tab
7. Add LK206 through the “power user” tab
  - Or add “S Chgsrvntrk” from the available services list



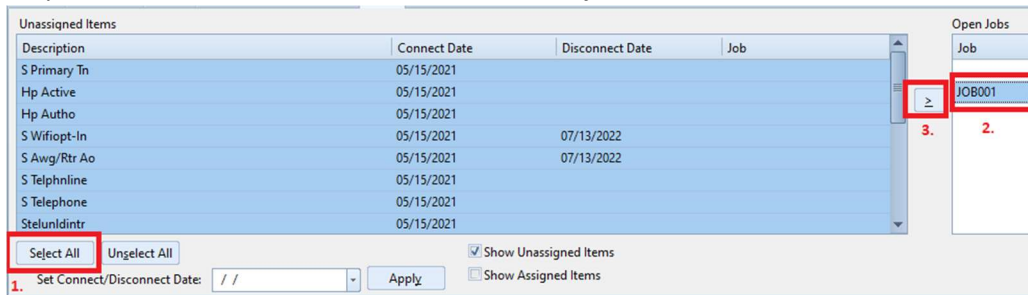
8. Click “next”
9. Click “ok” on the “penalty code” error prompt
10. Remove the “S Chgsrvntrk” code
11. Next through the order and attempt to add a job to the order, then complete it
  - If toggling and validating continues to prompt the error, try closing and re-opening the order. Then proceed as normal. This has been found to work on occasion

## Possible Solution #2:

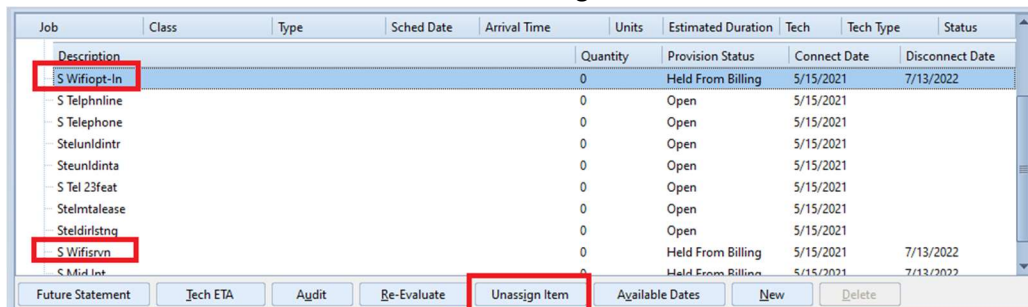
1. Access order
2. Select the “job details” tab
3. Add a job
  - a. Select “New”
  - b. Select the appropriate job type



4. On the “New Job” window, click OK
5. Add the standard reflow notation into the “Comments” section
  - a. COMPLIANCE BACKLOG: ATTEMPTING REFLOW TO COMPLETE ORDER
6. Select the “Items” tab
  - a. Step 1 = “Select All”
  - b. Step 2 = Click the “open job”
  - c. Step 3 = Click the arrow to move all items to the job



7. Towards the top, all items will be assigned to the job. Remove the WiFi related services
  - a. Select each WiFi related item and select “unassign”



8. Add any necessary placeholders if an equipment error prompts (RTN P, RTN M, RTN R, N). Finish the order as normal. Then re-open the order, set the job to complete and use resolution CPO, and finish the order