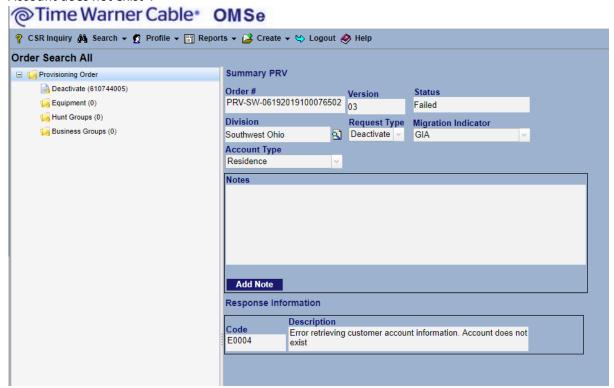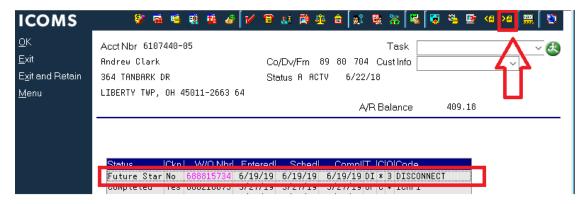# ICOMS Open DI – Service Dependency Failure

Put simply – Open the deactivate PRV in OMSE, change the account number to the new account number and provision

When working the Open DI bucket in TAARMS it is common to see linked transfer orders that are stuck due to PWS errors. Some of these linked transfers are for customers that cannot transfer their phone number to their new address. In these cases, the ICOMS order still shows as a "transfer linked order", but the transfer flows to OMSE as a complete disconnect of the TN from the old account and installing a new TN on the new account. If the disconnect PRV attempts to provision after the equipment is removed from the old account, the PRV will fail with the error "Error retrieving customer account information. Account does not exist" will display. This is because OMSE is trying to deactivate a TN on an account that doesn't exist in a system called "BPS". To resolve this issue and get the PRV to complete, which will complete the PWS on the disconnect order in ICOMS, follow these steps.
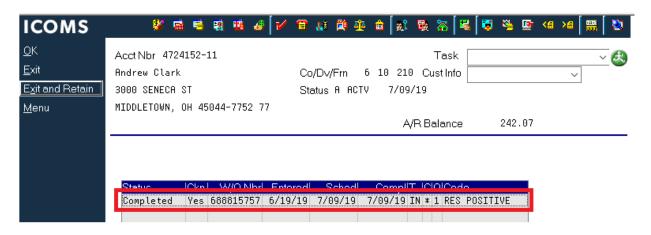
    a. Deactivate order that failed with the error "Error retrieving customer account information. Account does not exist".

1. Review both accounts to ensure the order is not future scheduled and that there's no notations that this transfer was cancelled or shouldn't happen. The install side will likely be completed. This can be checked by clicking the "account transfer to" button at the top of ICOMS and reviewing the W/O's
   a. Open disconnect on the old account

   b. Completed disconnected on the new account

2. Search the old account number in OMSE. There will be a DPO that flowed due to the disconnect order in ICOMS. There will also be a PRV that's built to disconnect the TN from the old account. This PRV actually comes from the install order on the new account.

   a. DPO and PRV aren't from the same ICOMS order number

Market	Division	Order Number	Version	Order Status	Due Date	Orig Order Date	Order Type	Account Number	Billing Order #	
MIDWEST	Southwest Ohio	DPO-PR-06192019100088778	02	Pending	07/23/2019	06/19/2019	Digital Phone Order	610744005	688815734	
MIDWEST	Southwest Ohio	PRV-SW-06192019100076502	03	Failed	07/09/2019	06/19/2019	Provisioning Order	610744005	688815757	

3. Open the PRV, ensure its set to
   a. Deactivate
   b. Has the old account number
   c. Service ID is the correct number from the old account

Request Details

Source ID
ICOMS

Request Type
Deactivate

Sub Order Type
Switch

Action

Due Date
07/09/2019

Account Number
610744005

New Account Number

Service ID
5138577137

4. Under the order actions section of this order, choose "Revise and Provision"

Time Warner Cable® OMSe

CSR Inquiry | Search ▾ | Profile ▾ | Reports ▾ | Create ▾ | Logout | Help

Order Search All

⊟ Provisioning Order
   Deactivate (610744005)
   Equipment (0)
   Hunt Groups (0)
   Business Groups (0)

Request Details

Source ID
ICOMS

Request Type
Deactivate

Sub Order Type
Switch

Action

Due Date
07/09/2019

Account Number
610744005

New Account Number

Service ID
5138577137

Revise
Create Copy
Force State Change
Revise and Provision
Provision Order

Order ▾ | Order Actions ▲ | Related Orders ▾ | Errors

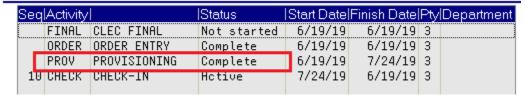5. On the left section of the order, click the "deactivate" section, then change the account number to the new account number and click "save".

Revise and Provision

Provisioning Order
- Deactivate (610744005)
- Equipment (0)
- Hunt Groups (0)
- Business Groups (0)

Request Details

Source ID
ICOMS

Request Type
Deactivate

Sub Order Type
Switch

Action

Due Date
07/09/2019

Account Number
472415211

New Account Number

Service ID
5138577137

Order · Save Errors

6. The PRV will no longer be found when searching the old account number in OMSE. Type the new account number into OMSE and search. The order should complete, which completes the provisioning task on the disconnect W/O in ICOMS.

   a. Completed deactivate order found when searching the new account number

MIDWEST	Southwest Ohio	PRV-SW-06192019100076502	04	Completed	07/09/2019	06/19/2019	Provisioning Order	472415211	688815757

   b. PWS is now completed on the disconnect order in ICOMS

Seq	Activity		Status	Start Date	Finish Date	Pty	Department
	FINAL	CLEC FINAL	Not started	6/19/19	6/19/19	3	
	ORDER	ORDER ENTRY	Complete	6/19/19	6/19/19	3	
	PROV	PROVISIONING	Complete	6/19/19	7/24/19	3	
10	CHECK	CHECK-IN	Active	7/24/19	6/19/19	3	

7. With PWS complete in ICOMS, the disconnect W/O can now be checked in normally.