**Issue 1: Missing Job ID on Work Order**

* **Scenario 1: Submission Error 330 or Network Failure**
* **Symptom**: The "Last Submission Error" field on the Work Order > Scheduling tab displays 330 System Error or Network Error.
* **Root Cause**: The FWFM system failed to generate a Job ID due to missing data, network latency, or backend connectivity failure.
* **Temporary Resolution (Workaround)**:
  1. Open the affected Work Order.
  2. Navigate to the **Scheduling** tab.
  3. In the **FWFM** panel, set **Submit Now** to Yes.
* **Recommended Solution**:
  1. Implement a background service that periodically identifies and re-submits Work Orders missing Job IDs.
* **Scenario 2: XML or Character Parsing Errors**
* **Symptom**:
  + Error message such as: The 'meta' start tag on line 6 position 4 does not match the end tag of 'head'...
  + Unrecognized characters in the "Notes for Technician" or "Customer Account" fields.
* **Root Cause**: The FWFM parser cannot handle certain malformed HTML or special characters.
* **Temporary Resolution**:
  + Manually remove invalid characters from the offending fields.
  + Resubmit using the **Submit Now** toggle.
* **Recommended Solution**:
  + Add input validation logic to prevent invalid characters.
  + Introduce escaping mechanisms during data serialization.

**Issue 2: Logic App CRMSBN-BillingAccountUpsert-PROD - Template Error**

* **Scenario 1: Null Value in Postal Code**
* **Symptom**:  
  Error message: InvalidTemplate. The value of first parameter is of type 'Null' but the function 'substring' expects a string.
* **Root Cause**: The "Postal Code" field under the Account > Address tab is empty.
* **Temporary Resolution**:
  1. Obtain postal code from Sales or Service Location.
  2. Enter it in the Account record.
  3. In the **SBN Integration** tab, toggle **CRM & SBN RE-Sync** to Yes.
* **Recommended Solution**:
  1. Make "Postal Code" a mandatory field.
  2. Define field constraints (e.g., exact length = 6 characters) via business rules.

**Issue 3: “Approve” Button Not Displayed on Sales Order (Disconnect)**

* **Scenario 1: Pending Sales Order**
* **Symptom**: Missing "Approve" button; non-zero error code under SBN Integration tab.
* **Root Cause**: A pending sales order prevents creation of an SBN account number. This blocks approval of a dependent disconnect request.
* **Temporary Resolution**:
  1. Finalize and approve the pending Sales Order.
  2. Reopen and resubmit the disconnect case.
* **Recommended Solution**:
  1. Implement workflow validation to prevent progressing disconnect cases before prior orders are completed.
* **Scenario 2: Future Disconnect Date**
* **Symptom**: The disconnect date is set in the future; approval button is missing.
* **Root Cause**: Disconnect actions are not permitted until the monitoring service is formally cancelled.
* **Temporary Resolution**:
  + No action required. Wait for SBN system to confirm cancellation.
* **Recommended Solution**:
  + Visually flag disconnect dates that are in the future.

**Issue 4: Sales Order Not Syncing to SBN**

* **Scenario 1: Work Order Closure Failure**
* **Symptom**: Error message in SBN tab: 16917 - Error closing SBN work order.
* **Root Cause**: The corresponding SBN Work Order is marked as deleted or not properly closed.
* **Temporary Resolution**:
  1. Restore SBN work order via SQL tools (isql, Toad).
  2. Unapprove the SBN Work Order.
  3. Re-sync from the CRM Sales Order page.
* **Recommended Solution**:
  1. Introduce validation logic during SBN sync to confirm work order state.

**Issue 5: Logic App CRMSBN-SalesOrderScheduleUpsert-PROD - Stored Procedure Error**

* **Scenario 1: Appointment Overlap**
* **Symptom**: Error message: Error calling stored procedure c\_schedule\_slot.
* **Root Cause**: New appointment overlaps with existing appointment for the same technician.
* **Temporary Resolution**:
  1. Identify the overlapping schedule in SBN.
  2. Assign the appointment to a different (temporary) technician.
  3. Re-run the Logic App.
* **Recommended Solution**:
  1. Increase technician capacity or enhance scheduling logic to avoid conflicts.

**Issue 6: Invalid Package in Work Order**

* **Scenario 1: Upgrade Remorse without Upgrade**
* **Symptom**: “Invalid Package” error in SBN tab.
* **Root Cause**: An Upgrade Remorse case is submitted without a valid Upgrade case.
* **Temporary Resolution**:
  + Escalate to tech support for proper case classification.
* **Recommended Solution**:
  + Implement case dependency verification during case creation.
* **Scenario 2: Buyer’s Remorse Precedes Sales Order**
* **Symptom**: Remorse case created before Sales Order is complete.
* **Root Cause**: A remorse case requires a completed and approved sales order.
* **Temporary Resolution**:
  + Escalate for manual case correction.
* **Recommended Solution**:
  + Block case creation until sales order lifecycle is complete