

Orphaned Service Tickets (Internal)

12/13/2024 9:16 am EST

Service Tickets that link to a non-existent customer, site, or system ID will throw errors. Use the script below to find these tickets.

--Invalid Customers

```
select distinct d.Ticket_Number ,  
  
a.Customer_Number  
  
from AR_customer a, sv_service_ticket d  
  
where d.Customer_Id not in (select Customer_Id from AR_Customer)  
  
and d.Customer_Id <> 1  
  
Order by d.Ticket_Number, a.Customer_Number
```

--Invalid Site

```
select distinct d.Ticket_Number ,  
  
a.Customer_Number, b.Customer_Site_Id, b.Site_Number  
  
from AR_customer a, AR_customer_site b, sv_service_ticket d  
  
where d.Customer_Site_Id not in (select Customer_Site_Id from AR_Customer_Site)  
  
and d.Customer_Id > 1  
  
and a.Customer_Id > 1  
  
and b.Customer_Site_Id <> 1  
  
and d.Customer_Site_Id <> 1  
  
and d.Customer_Id = a.Customer_Id
```

and b.Customer_Id = a.Customer_Id

and d.Customer_Site_Id = b.Customer_Site_Id

--Invalid System

select distinct d.Ticket_Number as "Query 330 - SV_Service_Ticket-Customer System Id is Invalid (NO ROWS SHOULD BE RETURNED)",

a.Customer_Number, b.Customer_Site_Id, b.Site_Number, c.Alarm_Account

from AR_customer a, AR_customer_site b, AR_Customer_System c, sv_service_ticket d

where d.Customer_System_Id not in (select Customer_System_Id from AR_Customer_System)

and d.Customer_Id > 1

and a.Customer_Id > 1

and c.Customer_Id > 1

and b.Customer_Site_Id <> 1

and d.Customer_Site_Id <> 1

and c.Customer_System_Id <> 1

and d.Customer_System_Id <> 1

and d.Customer_Id = a.Customer_Id

and b.Customer_Id = a.Customer_Id

and d.Customer_Site_Id = b.Customer_Site_Id