

Maintain – Non-Designed TN Problem

Error Message and Description	Recovery Steps
The following service is currently unavailable: No record found. The ticket number you entered does not exist in database.	Please verify ticket number and retry transaction.
A trouble ticket cannot be modified or cancelled if it is in CLEARED status, the commitment date/time has expired, or the modification is prohibited due to business rules.	Please call the help desk.
Authentication Error: Company ID mismatch. Security violation. Access to data denied.	You do not have the authority to view information on a ticket that was created by a user from another company