



Service Request Transition States

Service Request State Transition Sequences

Table A-1 and Table A-2 on page A-2 show the state transition paths for IP Solution Center service requests. The beginning state of a service request is listed in the first column; the states that service requests transition to are displayed in the heading row.

For example, to use Table A-1 to trace the state of a Pending service request to Functional, find “**Pending**” in the first column and move to your right until you find “**Functional**” in the heading. You can see that for a service request to move from Pending to Functional, a successful routing audit must take place.

Table A-1 shows the service request transitions from *Requested* to *Lost*.

Table A-1 State Transition Paths for IP Solution Center Service Requests (Part 1)

Service Request States	Requested	Pending	Failed Audit	Deployed	Functional	Lost
Requested	No transition to Requested	Successful service request deployment	No transition to Failed Audit	No transition to Deployed	No transition to Functional	No transition to Lost
Pending	No transition to Requested	—Successful service request deployment —Audit with error	Audit is not successful	Audit is successful	Routing audit is successful	No transition to Lost
Failed Audit	No transition to Requested	Successful service request redeployment	No transition to Failed Audit	Audit is successful	Routing audit is successful	No transition to Lost
Deployed	No transition to Requested	Successful service request redeployment	No transition to Failed Audit	Audit is successful	Routing audit is successful	Audit found error
Wait Deployed						
Functional	No transition to Requested	Successful service request redeployment	No transition to Failed Audit	No transition to Deployed	Routing audit is successful	Audit found error

Table A-1 State Transition Paths for IP Solution Center Service Requests (Part 1) (continued)

Service Request States	Requested	Pending	Failed Audit	Deployed	Functional	Lost
Lost	No transition to Requested	Successful service request redeployment	No transition to Failed Audit	Audit is successful	Routing audit is successful	Audit found error
Broken	No transition to Requested	Successful service request redeployment	No transition to Failed Audit	No transition to Deployed	Routing audit is successful	Audit found error
Invalid	No transition to Requested	Successful service request redeployment	Redeployment caused service request error	No transition to Deployed	No transition to Functional	No transition to Lost
Failed Deploy	No transition to Requested	Successful service request redeployment	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Deployed	No transition to Functional	No transition to Lost
Closed	No transition to Requested	No transition to Pending	No transition to Failed Audit	No transition to Deployed	No transition to Functional	No transition to Lost

Table A-2 shows the service request transitions from *Broken* to *Closed*.

Table A-2 State Transition Paths for VPN Solutions Center Service Requests (Part 2)

Service Request States	Broken	Invalid	Failed Deploy	Closed
Requested	No transition to Broken	Deploy Service Request error	Deployment failed	No transition to Closed
Pending	Route audit is not successful. Configlet is correct.	Redeployment caused service request error	Redeployment service request failed. Configlet cannot be downloaded.	Removal of the service request is successful
Failed Audit	Route audit is not successful. Configlet is correct.	Redeployment caused service request error	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Closed
Deployed	Route audit is not successful. Configlet is correct.	Redeployment caused service request error	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Closed
Functional	Route audit is not successful. Configlet is correct.	Redeployment caused service request error	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Closed
Lost	Route audit is not successful. Configlet is correct.	Redeployment caused service request error	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Closed
Broken	Route audit is not successful. Configlet is correct.	Redeployment caused service request error	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Closed

Table A-2 State Transition Paths for VPN Solutions Center Service Requests (Part 2) (continued)

Service Request States	Broken	Invalid	Failed Deploy	Closed
Invalid	No transition to Broken	Redeployment caused service request error	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Closed
Failed Deploy	No transition to Broken	Redeploy service request error	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Closed
Closed	No transition to Broken	No transition to Invalid	No transition to Failed Deploy	No transition to Closed

