

**SCHOOL PORTAL/IFAP
SIR LOG**

Sir #	Date Submitted	Application	Responsible	Type	Comments	Hypothesis/Resolution/Comments	Status
373	1/19/2001	Schools Portal/IFAP	Mod Partner / DBA	Repair	General production data clean-up We have to clean up the production database of test data and team data. Scott Estelle is the accenture point person and will work the issue with Rich Ryan,	1/23 - In Process	PRODUCTION CUTOVER - Cleanup
222	10/23/00	Schools Portal	Exolve	Production Cutover	The link for "Campus Based Programs Materials," located under the "Contacts" page of the Schools Portal application is pointing to the old IFAP site. Currently this link points to the following address:http://ifap.ed.gov/csb_html/campbase.htm This link n	12/22 - Updated link will be tested in production environment. 01/03 - Need to remove pointing to test & reset for PRODUCTION CUTOVER.	PRODUCTION CUTOVER
277	11/06/00		Admin	Production Cutover	Need to setup a Redirect on the original IFAP to send users to 198.77.163.160; This needs to be in place on the go-live date (no earlier and no later). Developers responsible for the original IFAP should confirm with Eric Campbell prior to loading the redirect. (A total of 4 re-directs are necessary)	12/12 - The current maintenance contractors on old IFAP will need to perform this task. Colleen will need to coordinate. 12/22 - the School Portal should link to the new IFAP site as part of testing process.	PRODUCTION CUTOVER
330	12/17/00	Schools Portal	Exolve	Production Cutover	The Viador E-Portal Suite is invoked and available to the user when logging in with an old account (Pre-Viador Patch), or sometimes with a new account when typing an incorrect password or user-id. The screen initially displays "Loading" twice (on top of each other) and then after 20-30 seconds, loads the Viador Suite. ALL OLD IDs NEED TO BE DELETED FROM DATABASE BEFORE DEPLOYMENT.	12/22 - In process. 01/02 - 1. Loading.... Message & 2. Delete old IDs. 01/12 - Delete old Ids. 01/25 - Need to work with Colleen for IFAP IDs to be maintained.	PRODUCTION CUTOVER
236	10/24/00	IFAP	Content Management	Process	IFAP ADMINISTRATION: Users were remaining on the New Registration page after they had been sent their ID/password. In the old IFAP, the users were removed once they received their email userid/password notification.	12/11 - Changed from P to E based on meeting with Tyson and Colleen. 12/22 - This functionality is outside scope of v.1. 01/03 - Changed from Enhancement to process. Need to provide process walkthrough. (01/10) and evaluate what type of reports are needed.	Process Walkthrough

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186	10/13/00	Interwoven	Content Management	Repair	Currently, the IFAP publication templates allow the user to add publication headline information to the SFA News area in IFAP, and the Schools Portal headline area. It was expressed by SFA that the IFAP publication templates should also have the ability to add calendar fields.	10/19 - It needs to be determined what (if not all) of the calendar template fields need to be inserted into the publication templates. 12/22 - Verifying functionality within Content Management tool. 12/28 - enhancement. 01/03 - Add calendar field. 01/12 - can be completed post production; initial estimate 250 hours level of effort. Agreement between Mod. Partner and SFA that this will be completed at no additional cost under Operations Support.	Post Production
241	10/24/00	IFAP	Content Management	Process	There are issues with Publications posting to static html pages. Some static pages need to be modified for publications to post. This issue needs to be researched.	12/22 - Ongoing maintenance item. 12/28 - Work with Content Management team. 01/03 - Document process; include process for 252; bring first pages to Teamsite. 01/10- provide walk through for "driver page" maintenance. 01/23 - Needs to be fixed; documented. See also 372. ETC - 1/29.	Maintenance
253	10/24/00	IFAP	Beacon	Need Verification	Conference and Presentation information was not fully carried over to the new IFAP via conversion. Files were lost prior to saving off the data. An old copy from May may need to be used to repopulate this information.	11/17 - Rich Guarino verified that the May database was used for 2nd conversion. Colleen's group will manually update corrupted data. (or contract Beacon to do it based on their estimate) 12/22 - Conversion needs to be verified & tested. 12/28 - can be repopulated if non-corrupt production database is provided. 01/03 - SFA will verify	Maintenance
103	09/29/00	IFAP	Beacon	Enhancement	In Administration on the Add Citation page, the Required Fields not identified, date field is not assisting in format, error messaging is not present for most fields, able to save same Citation multiple times, no confirmation message or action when save is completed.	10/3 - Date field is not allowing saves. User does not know what correct format is. 12/28 - Specifically, "no confirmation message or action when save is completed". 01/02 - A message is displayed in case of an error; should be an enhancement for all 15 pages. 01/03 - Add confirmation message.	Enhancement

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331	12/17/00	Schools Portal	Exolve	Enhancement	When changing a user password, Schools Portal will let you change the password back to the password previously used. Reuse of passwords is in conflict with SFA security requirements.	12/22 - Password management not available within Viador. 01/03 - Research and provide cost/schedule impact information. 01/10 - Follow up with Andy Boots.	Enhancement
375	1/22/2001	IFAP	Beacon	Repair	No data appearing in the "E-mail Sent" field in Account Details.	1/23 - In analysis. 01/25 - In analysis	Enhancement
284	11/09/00	IFAP	Beacon	Need Verification	IFAP ADMINISTRATION: The Program/Topic pairs in the IFAP Administration pages do not look correct.	Colleen to give Beacon list of invalid items. They will "scrub" the database so that the Program/Topic pairs are correct 12/22 - Verifying correct information available. 01/09 - Beacon requires an Excel (or comma delimited) file of pairs. 01/11 - Fixed; need verification from Colleen. 01/25 - same as 365.	02/07 - CLOSE
363	1/19/2001	Schools Portal	Exolve	Repair	Schools Multi user signup error is unacceptable. Viador and Exolve programmers will be on site to figure a solution on	1/22 - Viador does not support "self-registration" on their portal in the manner SFA requires (i.e., concurrent	01/30 - CLOSE
367	1/19/2001	IFAP	Beacon	Repair	CRON job is failing, which prevents the batch job from successfully sending out e-mail updates. Beacon is looking into the issue. We need someone to analyze the "scripts" - stored procedures build by Beacon, to see why this is a problem for the "other" other professional e-mail. Tom Tessitore is aware of the issue. This is secondary to the deployment issue, and Scott Estelle is the accenture point person.	1/23 - Fix received and being tested. Anticipate closing 1/26 (48 hours required).	01/30 - CLOSE

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350	12/28/2000	IFAP	Beacon	Process	Issues with Interwoven: We haven't been able to Deploy with out getting error messages. The messages are unclear to us, though the Interwoven team tried to explain that the messages weren't critical. We do not know what they mean. Also, how long an interval should we wait for the results of our deployment to show through to the websites? We have deployed some electronic announcements but cannot yet see them on the IFAP website. Specific guidance and assistance is requested for the CSCC team that performs the postings	12/29 - Work with Content Management team. 01/03 - Research and provide process information.	01/25 - CLOSE
352	12/29/2000	IFAP	Beacon	Process	Issues with Interwoven: Matthew provided directions for a work-around for for several HTML files that did not incorporated with DCR corresponding to them in staging. The work around assumes that both the DCR and the Html file where that where created within the workflow. So how do you pair up the files that where created straight from a specific "Workarea" and doesn't have a Job (workflow) associated with the documents? Do they have to be entered via a "Job?"	12/29 - Work with Content Management team. 01/03 - Research and provide process information.	01/25 - CLOSE
364	1/19/2001	IFAP	Beacon	Repair	Beacon problem with deploy to production failure. They are on point to fix the issue. Critical to going live Accenture can not meet with Colleen's team to train on deployment until this works. Matt and Sam are the accenture point persons.	1/23 - Fix received and being tested.	01/25 - CLOSE
365	1/19/2001	IFAP	Beacon	Repair	Beacon (Rob) needs to get an updated topic pairs fix to the production environment. This causes failure in deployment. Changes were not sent from Colleen, but Beacon worked with her to resolve the issue. The fix has not been validated. There is a question on the format of the file and it can not be resolved or validated until the deployment problem is resolved. Matt is the accenture point person.	1/23 - Status Pending. 01/25 - same as 284	01/25 - CLOSE

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366	1/19/2001	IFAP	Beacon	Repair	Beacon's IFAP application: Multi user access to single ID with same IP address: Partial fix, we are preventing the proxy server from caching IFAP and SP sites. We need to evaluate if we can add code to the JSP's to content sensitive pages such as member service to ensure any ISP site does not	1/23 - Fix received and being tested.	01/25 - CLOSE
368	1/19/2001	Schools Portal	Exolve	Repair	Schools Portal Sign on with a userid that failed in error number 1 and I was sent to a Viador E-Portal Suite page with the URL:	1/23 - see 363 above; same solution will apply.	01/25 - CLOSE
369	1/19/2001	IFAP	Content Management	Repair	Content problem: Production page has a private sector URL (www.flyshop.com) as an attachment in the November	1/23 - Status Pending	01/25 - CLOSE
372	1/19/2001	IFAP	SFA	Need Verification	Colleen's group will provide a complete list of static pages that need to be updated to reflect documents created or modified in 2001(driver pages). Beacon will need to make necessary JSP or HTML updates and migrate into production.	1/23 - In process 01/25 - Duplicate; see 241.	01/25 - CLOSE
374	1/22/2001	IFAP	Beacon	Repair	Recursive Error in IFAP in Last Login Report.	1/23 - Fixed; being tested.	01/25 - CLOSE
283	11/09/00	Interwoven	Beacon	Repair	The Program/Topic pairs on the Interwoven templates are hard coded and are not being updated via ftp. The list should reflect the list in the IFAP Administration page. The administrative user will not be able to pick any newly created Program/Topic in an IFAP Interwoven template until this SIR is resolved.	12/22 - Under analysis. 12/28 - In testing.	01/23 - CLOSE
338	12/18/00	IFAP	Beacon	Need Verification	Request relief for CSCC team currently doing double posting to "old" and "new" IFAP. The window of double posting was only supposed to be approximately 10 working days. We are now nearing two months! Beacon needs to do another refresh or update of the databases just before going live!	12/22 - Under analysis. 12/28 - Not within scope of v.1. 01/03 - Estimated 200 publications; need estimate of cost/schedule impact. 01/10 - Analyzing available options to help SFA staff.	01/23 - CLOSE
349	12/28/2000	IFAP	Content Management	Process	Within Interwoven, when I view "all jobs" in the "To Do" view I see some of the jobs for the SFA Intranet? To be useful, we only need to see those items that pertain to IFAP and School Portals	12/29 - Work with Content Management team. 01/03 - Research and provide process information. 01/09 - Being researched. 01/10 - provide walk through.	01/23 - CLOSE
370	1/19/2001	IFAP	Beacon	Repair	Recursive Error in IFAP administration account details area. This was a file migration issue (it was not included in the production fix and a test.JSP file was not loaded into production) A file is identified and migrated but not tested. At this point accenture can not test the fix, so this must be tested by Coleen's team. Yateesh will request an IFAP admin id for the accenture test team and delete.	1/23 - Fixed & tested successfully.	01/23 - CLOSE

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371	1/19/2001	IFAP	DBA	Repair	A change period SIR in IFAP administration, is a data issue in which an initial row needs to be inserted into the PERIOD Table, needs to be migrated from staging to production. The fix needs to be completed by CSC (Rich Ryan)	1/23 - Fixed & tested successfully.	01/23 - CLOSE
31	09/13/00	Schools Portal	Exolve	Repair	SP ADMINISTRATION: This SIR occurs intermittently. I was able to log onto the Admin pages, once logging on I changed the password clicked submit, closed the browser and re-logged on using the new password. I was able to log on using the new password. Then I clicked on Change Password, filled in the required fields and clicked submit. I was given the error captured on the screen shot. The password was never updated.	Exolve will investigate, probably related to the environment 9/18/00 - Exolve has not been able to recreate the SIR. Sean has stated that Exolve will re-test using the Internet. 12/22 Continuing to test.	01/15 - CLOSE
59	09/21/00	Schools Portal	Exolve	Repair	The home page would appear less broken up if more of the Calendar section could be viewed upon launching the site. Currently the site eliminates a few days from the initial view upon entering the site. The user must use the calendar scroll bar to view the rest of the calendar. Is there anything that can be done to fix this?	12/22 - This is an architectural and design limitation of the application. 01/03 - Include statement in FAQs (under "Other") regarding presentation of home page dependant upon system configuration.	01/15 - CLOSE
122	09/29/00	Schools Portal	Content Management	Repair	On the SFA Portals home page in the Links section, there is a typo on the following website. The URL is incorrectly written as http: instead of https, see below NSLDS-National Student Loan Data System - https://www.nslsdfap.ed.gov/secure/logon.asp	12/22 - Need to obtain correct URL. 01/03 - The "s" is missing from https://.....	01/15 - CLOSE
132	10/03/00	IFAP	Beacon	Repair	Corrected/URLs for SFA site for IFAP - The following link needs to be updated: (Closed Schools = http://www.ed.gov/offices/OSFAP/Students/closedschool/search.html) (The note associated with this SIR is entitled "Corrected/URLs for two SFA sites")	12/28 - In testing. 01/03 - This URL is correct.	01/15 - CLOSE
147	10/04/00	Interwoven	Tech Arch	Repair	Beacon should create the same link & trigger for IFAPD & IFAPS. All changes to the IFAP Database in any Environment (D, T, S) by Beacon as IFAPUser should be documented and sent in an email to Rich Ryan with a cc: to Brian Liddy.	10/24 - Can be synched up in the future. 12/22 - Under analysis. 12/28 - Needs to be fixed by Tech Arch/DBA. 01/10 - Fixed.	01/15 - CLOSE

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165	10/10/00	IFAP	Beacon	Repair	Requirements state that the user should be able to sort by institution , last name, location, professional group, and user name. Currently can only sort on last name.	10/16 - SIR Reopened: Institution was spelled wrong, test code was appearing on page. 12/28 - Being fixed specifically, group by location.	01/15 - CLOSE
191	10/18/00	Schools Portal	Exolve	Repair	The Schools Portal SFA search results page has white spots appear in place of some of the "Suggest?" buttons and in between these buttons. Appears to be IE 5 browser related problem only.	12/28 - In testing. 01/03 - Place statement in FAQs regarding potential for presentation problem dependent upon system configuration.	01/15 - CLOSE
198	10/18/00	IFAP	Beacon	Repair	The CSB logo intermittently appears in triplicate (vertically) while in IE 5.0 and Windows 95/98.	10/25 - Could not duplicate. Will keep an eye on.... 12/28 - In testing. 01/03 - Place statement in FAQs regarding potential for presentation problem dependent upon system configuration.	01/15 - CLOSE
205	10/18/00	IFAP	Beacon	Repair	When the user clicks on a publication, a new window appears with that publication information. If the user minimizes that window, and clicks on a new publication, the minimized window should become maximized with the new publication information. The pro	12/22 - Under analysis. 12/28 - Retest and migrate forward. 01/09 - Tech Arch needs information re: which file(s) to migrate.	01/15 - CLOSE
207	10/19/00	IFAP	Beacon	Repair	Some IFAP publications are missing information (such as citation links and PDFs). When comparing new IFAP documents with old, there have been some discrepancies.	11/17 - Detailed Post Production Sirs have been created to address each of the few remaining issues. 11/2 - This issue will be taken care of over a matter of time. Beacon has performed the first set of fixes on 11/2. 12/22 - Under analysis. 12/28 - Need to set up a feedback form/process for reporting errors all of which will be fixed. 01/03 Changed from Process to Repair; Provide guidance in FAQs for providing feedback.	01/15 - CLOSE
215	10/20/00	Schools Portal	Content Management	Process	Links added to the SFA Links page of the Portal using the Interwoven SFA Links template do not show up as default links from which a user can select their personalized SFA Links to display on their My SFA page. As links are added to the SFA Links page through Interwoven, they should also be included as the default selections from which to choose on the SFA Links portion of the My SFA page. If they do not, the user will have to add them using their Bookmark option.	Current workaround -- need to maintain SFA_LINKS table within Schools Portal Oracle database manually. As new links are added to the Schools Portal home page SFA Links through Interwoven, they should be manually added to the SFA_LINKS table using an INSE. 12/22 - This functionality is outside the scope of v.1. 01/03 - Changed from Enhancement to Process. Need to document process for entire workflow. 01/10 - include all relevant information such as levels, spidering, etc.	01/15 - CLOSE

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218	10/20/00	Schools Portal	Exolve	Repair	From the Customize your SFA Links page within Schools Portal, the BACK button does not take you back to the My SFA screen. You have to hit the My SFA button. The BACK button on the browser should do the same thing. If the back button is used, a "data missing" or "Page Cannot be Displayed " error is shown in the SFA Links section.	12/22 - Back button disable - analysis and testing. 01/02 - Not recommended to customize any component of operating system or default browser. 01/03 - Changed from Process to Repair. Add information in FAQs to utilize application navigation options when presented.	01/15 - CLOSE
252	10/24/00	IFAP	Beacon	Repair	FAQ updates will need to be submitted to Beacon before the release to production.	11/9 - See SIRs 272 and 282. 12/22 - Need updates. 12/28 - being fixed. 01/03 - Information received.	01/15 - CLOSE
265	10/27/00	IFAP	Beacon	Process	IFAP ADMINISTRATION: The ability to edit the text of Programs and Topics has been requested.	12/11 - Changed from P to E based on meeting with Tyson and Colleen. 12/22 - This functionality is outside scope of v.1. 01/03 - Changed from Process to Repair. 01/09 - Changed from Repair to Need Verification. 01/12 - Process.	01/15 - CLOSE
266	10/27/00	Tech Arch	VDC	Repair	Searching using Autonomy advanced search feature in Schools Portal against NSLDS using the phrase "To use NSLDS, you need one of the following supported browsers from Microsoft or Netscape" returns two results. Clicking on either result brings up an error.	12/11 - Changed from P to E based on meeting with Tyson and Colleen. 12/22 - Under analysis. 01/08 - Unable to verify.	01/15 - CLOSE
267	10/27/00	IFAP	Beacon	Repair	IFAP ADMINISTRATION: When trying to rollover a citation, an "Oracle insert failure - Please try again" error occurred.	12/22 - Under analysis. 12/28 - In testing.	01/15 - CLOSE
275	11/06/00	Schools Portal	Exolve	Repair	IFAP /Portal window states "Optimized for 4.0 Browsers and above". This is only correct for Internet Explorer (the FAQ provides more accurate info but users may be thrown off by the statement on the homepage" This statement should be changed so that it is more accurate yet still concise. Also, the FAQ on School Portal should be updated to more accurately state the minimum browser requirement for IE as 4.0 Service Pack 2 (currently it just states 4.0)	12/11 - Changed from P to E based on meeting with Tyson and Colleen. 12/22 - Under analysis for clearer statement(s). 01/03 - Change "4.0" to "4.X" and include statement in FAQs regarding IE and Netscape versions and not optimized for other browsers (AOL, LYNX, etc.).	01/15 - CLOSE
276	11/06/00	IFAP	Beacon	Repair	IFAP /Portal window states "Optimized for 4.0 Browsers and above". This is only correct for Internet Explorer (the FAQ provides more accurate info but users may be thrown off by the statement on the homepage" This statement should be changed so that it is more accurate yet still concise.	12/11 - Changed from P to E based on meeting with Tyson and Colleen. 12/22 - see 275. 01/03 - Change "4.0" to "4.X" and include statement in FAQs regarding IE and Netscape versions.	01/15 - CLOSE
278	11/06/00	IFAP	Beacon	Repair	On IFAP's What's New page, "Draft" is spelled incorrectly: Darft SFA Publications	12/22 - In testing.	01/15 - CLOSE

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291	11/14/00	IFAP	Beacon	Repair	IFAP DATA CONVERSION: Netscape Related Issues: Multiple Random Issues ? Visited links do not appear a different color ? Recursive Errors were detected in random publications ? Drug Worksheets ? Some pages did not load ? Direct Loan Pamphlets ? Direct Loan Newsletters	12/22 - Under analysis and testing. 12/28 - Specifically, Netscape 4.75 is unable to display a. Visited links do not appear a different color, b. Direct Loan Pamphlets, and c. Direct Loan Newsletters - In testing.	01/15 - CLOSE
292	11/14/00	IFAP	Beacon	Repair	IFAP DATA CONVERSION: Federal Registers ? The text is extremely small on almost all publications. ? Brackets display at the beginning and end of almost all publication text. ? 1999 Publication Year - The following links have "<bullet>" displayed throughout the document: 11/02/1999 link, 11/01/1999IV Final Rule Cohort Default Rate link, 11/01/1999III link, 11/01/1999IV Final Rule Consumerism link, 10/29/1999IV Final Rule Institutional Eligibility, and 10/28/1999 Final Rule Federal Perkins Loan Program link.	12/22 - Under analysis and testing. 12/28 - In testing.	01/15 - CLOSE
293	11/14/00	IFAP	Beacon	Repair	IFAP DATA CONVERSION: IPOS Program Review Guidance ? The Program Review Guide Issue – The chapter number described on the link does not correspond to actual document chapter number in multiple cases.	12/22 - Under analysis and testing. 12/28 - being fixed. 01/09 - Correct in production environment.	01/15 - CLOSE
294	11/14/00	IFAP	Beacon	Repair	IFAP DATA CONVERSION: Regulation Compilation ? The links that include '&' under By Regulation Compilation Part are giving the user Recursive Errors. ? Some of these character issues were fixed by Beacon. These are still a problem.	12/22 - Under analysis and testing. 12/28 - In testing. 01/08 - Beacon needs verification.	01/15 - CLOSE
295	11/14/00	IFAP	Beacon	Repair	IFAP DATA CONVERSION: Reauthorization ? The "By Transcripts of Public Hearings on HEA of 1998" link gives a Recursive Error.	12/22 - Under analysis and testing. 12/28 - In testing.	01/15 - CLOSE

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297	11/21/00	Schools Portal	Exolve	Repair	In a previous SIR, it was asked that the FAFSA customer service website be changed from cps@ncs.com to fafsaweb@ncs.com. It seems the developers also changed the CPS Customer service link to fasfaweb.com. This was incorrect. The CPS customer service link needs to be changed back to cps@ncs.com	12/22 - being fixed and tested. 01/03 - Information verified.	01/15 - CLOSE
298	11/21/00	IFAP	Beacon	Repair	In a previous SIR, it was asked that the FAFSA customer service website be changed from cps@ncs.com to fafsaweb@ncs.com. It seems the developers also changed the CPS Customer service link to fasfaweb.com. This was incorrect. The CPS customer service link needs to be changed back to cps@ncs.com	12/22 - Under analysis and testing. 12/28 - being fixed. 01/03 - Information verified.	01/15 - CLOSE
299	11/21/00	IFAP	Beacon	Repair	The IFAP Contacts page does not contain the updated information that Colleen provided to the Schools Portal team. Many of the e-mail addresses are incorrect. IFAP should update their page based on the current information in the School Portal page.	12/22 - Under analysis and testing. 12/28 - being fixed.	01/15 - CLOSE
307	11/30/00	Schools Portal	Tech Arch	Repair	When the production database goes down, the message "The SFA Headlines Database is temporarily unavailable. Please try again later." is displayed in the Headlines section, and "A database connectivity error has occurred. Please contact the administrator." message is displayed in the Calendar section. The SP application is not reconnecting after the production database goes down.	12/11 - As an alternative method, a request has been sent to the VDC to schedule scripts to run after the production database goes down. This will allow the SP application to connect to the database. Looking forward, the Schools Portal code will need to be modified to discontinue the need for scheduled scripts. 12/22 - need to stabilize this process for v.1.; in process.	01/15 - CLOSE
310		Tech Arch		Repair	Autonomy resides on two servers and the two Autonomy files were not synchronized. A user was running the same search and getting two different results because the two databases are not the same. Additionally, users were not able to perform searches with numbers.	Updates have been made. Need to continue testing. 12/22 - Continuing testing. 01/09 - does not occur.	01/15 - CLOSE
315		Schools Portal	Exolve	Repair	The term "administrator" is used through the SP application as a contact when errors or informational messages are used. This may cause confusion for the user. More information needs to be provided.	12/22 - Awaiting additional clarification. 01/03 - For help, use first paragraph information from SP Portal Help.	01/15 - CLOSE

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317		Schools Portal	Exolve	Repair	When trying to click on the "Customize your Links" link in the MySFA frame, nothing happens, and an Error on Page message appears in the left bottom corner of the browser window.	12/22 - Under analysis and testing.	01/15 - CLOSE
318		Schools Portal	Exolve	Repair	When trying to click on the "Privacy Statement" link in the MySFA frame, nothing happens, and an Error on Page message appears in the left bottom corner of the browser window.	12/22 - Under analysis and testing.	01/15 - CLOSE
320		Schools Portal	Exolve	Repair	When clicking on the month name in the calendar on the Schools Portal home page, a Internal Server Error - Internet Explorer error message is displayed.	12/22 - Under analysis and testing.	01/15 - CLOSE
325		Schools Portal		Repair	DOCUMENTATION: Requirement 3.2.1-5 allowing user to navigate directly to a given month is not met. Ref: Exolve Requirements document dated 6/12/2000.	12/22 - Documentation being updated.	01/15 - CLOSE
326		Schools Portal		Repair	DOCUMENTATION: Requirements Mapping section needs to be updated particularly in the "fulfilled by" column. Ref: Exolve Requirement document dated 6/12/2000.	12/22 - Documentation being updated.	01/15 - CLOSE
327		Schools Portal		Repair	DOCUMENTATION: SFA Portal Application Architecture and Detailed Design documentation dated 6/12/2000 needs to be updated. E.g., no reference to Interwoven for content management.	12/22 - Documentation being updated.	01/15 - CLOSE
329	12/17/00	Schools Portal	Exolve	Repair	When trying to create more than one new account simultaneously, the Schools Portal Banner appears on the screen twice (one above the other) and an "error creating account" message appears on the screen. This occurs when at least two separate workstations press the submit button at the same time. The accounts are successfully created, but because of the error message, it appears to the user that they are not. After this error occurs once, the message continues to occur even when only one single account is created.	12/22 - Under analysis and testing. Unable to recreate. 01/02 - Viador portal software behavior. 01/03 - Research and provide cost/schedule impact information. 01/12 - can be completed post production.	01/15 - CLOSE

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SIR LOG**

Sir #	Date Submitted	Application	Responsible	Type	Comments	Hypothesis/Resolution/Comments	Status
332	12/17/00	Schools Portal	Exolve	Enhancement	When typing an incorrect user-id or password, an orange Viador screen is invoked, prompting the user to log in again. The user can then log in and go back to Schools Portal. However, the Viador screen is inappropriate as it has a different look from the rest of the website, and Viador should be invisible to the user. In addition, the Viador screen includes a link to "Help Screens" that are Viador specific and not specific to Schools Portal.	12/22 - The application is passing a form to Viador which initiates the screen/query. 01/03 - Research and provide cost/schedule impact information for A. orange Viador screen and B. Viador Help button.	01/15 - CLOSE
333	12/17/00	Schools Portal	Exolve	Repair	When logged into "My SFA" and creating custom links, the links are saved by clicking on the "Apply" button. After the user invokes the "Apply" button, the screen flashes and the user is returned to the same screen. After the "Apply" button is invoked, the custom links should be displayed. At the very least, the user should be given some direction as to where to go next, e.g, "click on My SFA to return.	12/22 - Additional direction being proposed for users. 01/03 - Upon invoking the "Apply" button the application should return to the MySFA Home Page. 01/10 - Upon invoking the "Apply" button display a message stating "process complete; use MySFA to return".	01/15 - CLOSE
334	12/17/00	Schools Portal	Exolve	Repair	When logged into "My SFA" and creating custom bookmarks, the bookmarks are updated, but there is no message to tell the user where to go when complete. If they click on the "Back" button, the bookmark section is not refreshed and an error message is displayed. A note should be on the screen directing them to "My SFA "	12/22 - Additional direction being proposed for users. 01/03 - Changed from Process to Repair; upon update the application should return to MySFA Home Page. 01/10 - Upon invoking the "Apply" button display a message stating "process complete; use MySFA to return"	01/15 - CLOSE
335	12/18/00	Schools Portal	Exolve	Repair	An informational message such as "Your email address has not been specified" displays when clicking on an email link when the user's browser email account has not been set up. There is a good chance that many users will not have their browser email set-up, and will be confused by this message.	12/22 - Not within scope of v.1. Browser configuration is an enterprise standards issue dependent upon operating system and browser combination. 01/03 - Include information in FAQs and provide actual e-mail address on Portal Feedback and Got a Question.	01/15 - CLOSE
336	12/18/00	IFAP	Beacon	Repair	An informational message such as "Your email address has not been specified" displays when clicking on an email link when the user's browser email account has not been set up. There is a good chance that many users will not have their browser email set-up, and will be confused by this message. The error messaging will need to be modified.	12/22 - Not within scope of v.1. Browser configuration is an enterprise standards issue dependent upon operating system and browser combination. 01/03 - Include information in FAQs and provide actual e-mail address in Help.	01/15 - CLOSE

**SCHOOL PORTAL/IFAP
SIR LOG**

Sir #	Date Submitted	Application	Responsible	Type	Comments	Hypothesis/Resolution/Comments	Status
337	12/18/00	Schools Portal	Exolve	Repair	Intermittently, when a user adds bookmarks, two book marks are created for the same name and address. This problem cannot be re-created in every instance.	12/22 - In testing.	01/15 - CLOSE
342	12/20/2000	IFAP	VDC	Repair	I am not able to update any user profile or subscription option information in IFAP Member Services, nor am I able to create any customized searches. This is ONLY occurring in production. The updates and inserts are working in the staging environment. This is a probable database issue.	Operations team has been notified and will be contacting Rich Ryan. 12/22 - Awaiting feedback from VDC. 12/28 - In testing.	01/15 - CLOSE
343	12/20/2000	IFAP	Content Management	Repair	User exited IFAP after logging into IFAP Member Services, I closed all browsers and deleted all temp files. Opened a new browser and opened the IFAP site. Clicked on Member Services and was still logged into Member Services.	12/22 - Under analysis and testing. 12/28 - Being fixed.	01/15 - CLOSE
344	12/22/2000	Schools Portal	Exolve	Repair	Lockups/ Viador screen/ White screen with "Loading" message.	12/22 - In testing.	01/15 - CLOSE
347	12/28/2000	IFAP	Beacon	Repair	The information displayed on the new IFAP website under SFA Customer Support is out of date. Attached (file name = Contacting the Customer Service Call Center.doc) is the text that should appear there. This is one of the "static" pages that were not accommodated in the Content Management tool - Interwoven but needs to be (see SIR # 283)	12/29 - To be fixed. 01/08 - additional information requested/supplied.	01/15 - CLOSE
348	12/28/2000	IFAP	Content Management	Repair	The Dear Colleague/Partner letters, categorized as "CB", for the 1998 calendar year do not appear on the following page (http://198.77.163.160/IFAPWebApp/currentDPCLettersTypePag.jsp?p1=CB&p2=c). The listing goes in descending chronological order but doesn't display any of the 1998 year letters. There were 16 of them, as can be found when selecting the 1998 publication year from this page: http://198.77.163.160/IFAPWebApp/currentDPCLettersPag.jsp Why do these letters not display	12/29 - To be fixed. 01/08 - additional information requested. 01/09 - Database error? Being analyzed.	01/15 - CLOSE
351	12/29/2000	IFAP	Beacon	Repair	The information shown on the following page of IFAP - http://198.77.163.160/member/organization.htm is out of date. It must be updated with the new/correct information as shown in the "Contacts" area of the School Portal. NOTE: the discrepancies identified in SIRs # 297 and 298. Please ensure that the error is not repeated on this page	12/29 - To be fixed.	01/15 - CLOSE

**SCHOOL PORTAL/IFAP
SIR LOG**

Sir #	Date Submitted	Application	Responsible	Type	Comments	Hypothesis/Resolution/Comments	Status
353	12/29/2000	IFAP	Beacon	Repair	The page which presents Action Letters (http://198.77.163.160/IFAPWebApp/currentALettersPag.jsp) contains two duplicate entries for the 1999-2000 award year. This reference should only appear once on this page	12/29 - To be fixed.	01/15 - CLOSE
355	12/29/2000	IFAP	Beacon	Repair	The Dear Partner/Colleague letters by Action Letter view in IFAP is not sorted properly. The primary sort should be in descending award year order. Then, within each award year, ascending action letter # order	12/29 - Under analysis.	01/15 - CLOSE
356	12/29/2000	IFAP	Beacon	Repair	The Dear Partner(Colleague) Letters displayed under "Current SFA Publications" have two problems (http://198.77.163.160/IFAPWebApp/currentDPCLettersTypePag.jsp?p1=GEN&p2=c). First, many of the the letters are not displayed in descending DCL ID order, as required. This is true for GEN letters, "G" letters, "CB" letters, "L" letters and "P" letters. Also, this page presents letters older than those defined as "current" (i.e. - the "older" ones should only appear under Archived Publications. This is true for "SG" letters, "Direct Loan Bulletins", CB letters and L letters	12/29 - Under analysis. 01/03 - Information verified; A. sorting order inconsistent & B. Need for consistent message when no documents displayed.	01/15 - CLOSE
357	12/29/2000	IFAP	Beacon	Repair	Problems with document conversion from "old" IFAP to new. See page at: http://198.77.163.160/fafsa/doc0009_bodyoftext.htm . The embedded hyperlinks are not formatted properly and therefore do not work	12/29 - To be fixed. 01/03 - Use same process as 207.	01/15 - CLOSE

**SCHOOL PORTAL/IFAP
SIR LOG**

Sir #	Date Submitted	Application	Responsible	Type	Comments	Hypothesis/Resolution/Comments	Status
358	12/29/2000	IFAP	Beacon	Repair	When selecting "EDConnect for Windows User Guide" from the Current Publications page, I am presented with the following message: "No current entries are found, please check the archive publications". This is great, however, that same message should appear for each publication type for which no "current" publications can be found. The message does not appear consistently. See the following pages: http://198.77.163.160/IFAPWebApp/currentDLFSheetsDtIPag.jsp?p1=Direct%20Consolidation%20Loan%20Fact%20Sheets&p2=c and http://198.77.163.160/IFAPWebApp/currentDLFSheetsDtIPag.jsp?p1=Direct%20Loan%20Fact%20Sheets&p2=c and http://198.77.163.160/IFAPWebApp/currentFafsaListPag.jsp?p1=By%20FAFSA%20On%20The%20Web%20Banner%20Ads&p2=c	12/29 - Under analysis. 01/08 - 356B solves this problem - recommend close.	01/15 - CLOSE
359	12/29/2000	IFAP	Beacon	Repair	PDF file missing for the following document: http://198.77.163.160/edereferences/doc0033_bodyoftext.htm	12/29 - To be fixed. 01/03 - Use same process as 207.	01/15 - CLOSE
360	12/29/2000	IFAP	Beacon	Repair	No data appearing on the following page: http://198.77.163.160/IFAPWebApp/currentFRegistersRegsPag.jsp?p2=c but there should be!	12/29 - To be fixed. 01/11 - DBA notified of change; awaiting change from Rich Ryan.	01/15 - CLOSE
361	12/29/2000	IFAP	Beacon	Enhancement	All documents found herein: http://198.77.163.160/IFAPWebApp/currentFFELSpecRatesPag.jsp and http://198.77.163.160/IFAPWebApp/currentFFELVarRatesPag.jsp contain PDF file attachments. However, the PDF files are presented at the top of the page, which the file description appearing at the bottom of the page. These are disjointed. They need to be presented together, as they are in the current IFAP site	12/29 - Under analysis. 01/03 - Research and provide cost/schedule impact information.	01/15 - CLOSE
362	12/29/2000	IFAP	Beacon	Repair	The appendices shown on this page: http://198.77.163.160/IFAPWebApp/currentIposGuidanceGuidePag.jsp?p2=c for the IPOS Program Review Guide are not displayed in the correct order. See appendices A and B.	12/29 - To be fixed.	01/15 - CLOSE

**SCHOOL PORTAL/IFAP
SIR LOG**

Sir #	Date Submitted	Application	Responsible	Type	Comments	Hypothesis/Resolution/Comments	Status
6	09/11/00	Schools Portal	Exolve	Process	SP ADMINISTRATION: While logging in on the administration page, I entered a valid username and password the page repainted and made me re-enter the information, it did NOT give me an error message. I re-entered the information and this time was logged onto the system. This happened everytime I attempted to log onto the system after opening a new browser.	Exolve will investigate but they think it is related to the environment 9/18/00 - Exolve has not been able to recreate the SIR. Sean has stated that Exolve will re-test using the Internet. 9/20- Jared could replicate the SIR, Amanda will re-test with clean data. 9/21 Problem still occurring. 9/25 - Jared and Nate will be working on this SIR. 9/27 re-opened - still occurring 10/5 - Exolve needs information for the j-run issue before SIR can be fixed. 10/12 - Exolve has been continually trying to get a hold of Allaire with no luck.10/16 - Allaire responded. This is a known bug with Viador. Moving to version 3.0 has worked for some customers. Code was shipped for review. 12/11 - This issue would be fixed with a Viador Upgrade. 12/22 - This issue requires a (no-cost) upgrade to JRUN 3.0; need to discuss with Dy. CIO - IT Management. 01/02 - SP Administration should be performed through Content Management. 01/03 - Close out.	01/03 - CLOSE
18	09/11/00	Schools Portal	Exolve	Process	SP ADMINISTRATION: While updating the headlines in the admin pages, I changed the date on headlines, pressed the "update" button, page was repainted with the change made. Made a 2nd change to the date, pressed the "update" button and page was repainted but the 2nd change wasn't shown. I closed the browser, logged back in and returned to the admin headlines page and the 2nd change was now shown	Exolve will attempt to re-create this SIR 9/18/00 - Exolve has not been able to recreate the SIR. Sean has stated that Exolve will re-test using the Internet 9/20- Jared could not replicate, and neither can Exolve, Amanda will retest. 9/26 - Jared and Nate will be working on this SIR. 9/27 re-opened still occurring could be related to caching. Verifying availability of functionality through Content Management tool. 01/02 - SP Administration should be performed through Content Management. 01/03 - Close out.	01/03 - CLOSE
24	09/13/00	Schools Portal	Exolve	Enhancement	The background graphics do not fully appear on the Schools Portal Web page using an AOL browser.	Will investigate, Amanda will provide Exolve with information on IE 4.01 SP2. 9/18/00 - Exolve has stated that AOL is not a supported browser. 10/22 - AOL browser not within scope for this release. Users with AOL ISP access are able to use Microsoft IE or Netscape browser. 01/03 - Include information in FAQs; see 275.	01/03 - CLOSE

**SCHOOL PORTAL/IFAP
SIR LOG**

Sir #	Date Submitted	Application	Responsible	Type	Comments	Hypothesis/Resolution/Comments	Status
26	09/13/00	Schools Portal	Exolve	Process	SP ADMINISTRATION: Similar to earlier SIR #2. After creating a user in the Admin pages, (in the past I got the error page) when I click on "Delete User" the user I created isn't there, but if I click on refresh the user appears.. Similarly if I delete a user I get the error page logged before, and if I return to the delete user page once I click refreshes the user is deleted.	Exolve will attempt to re-create this SIR 9/18/00 - Exolve has not been able to recreate the SIR. Sean has stated that Exolve will re-test using the Internet 9/27-still occurring, the error page no longer appears however, in order to see the user recently created the user has to click the refresh button, similarly after deleting the user, you must click refresh in order to see that the user has been deleted. Could be related to caching. 12/22 - This issue requires a (no-cost) upgrade to JRUN 3.0; need to discuss with Dy. CIO - IT Management. 01/03 - Close out; function performed through content management process.	01/03 - CLOSE
32	09/13/00	Schools Portal	Exolve	Process	SP ADMINISTRATION: This SIR occurs intermittently. As I walked through the different steps of the Admin pages I would sporadically be redirected to the Admin login page. This occurred after clicking on "Add" headlines, "Edit" Headlines, "Submit" password, and "Headlines" link.	Exolve will investigate, probably related to the environment 9/18/00 - Exolve has not been able to recreate the SIR. Sean has stated that Exolve will re-test using the Internet. 12/22 - Verifying availability of functionality through Content Management tool. 01/02 - SP Administration should be performed through Content Management. 01/03 - Close out.	01/03 - CLOSE
42	09/18/00	Schools Portal	Exolve	Enhancement	LYNX ISSUE: On the Headlines web page, the "More Headlines" link does not appear while using Lynx. See screen shot.	12/22 - LYNX support is not within scope for release 1. 01/03 - Include information in FAQs; see 275.	01/03 - CLOSE
43	09/18/00	Schools Portal	Exolve	Enhancement	LYNX ISSUE: User is not able to access the Feedback nor Contact functionality, while using Lynx. The page is repainted with a "Not Found" error.	12/22 - LYNX support is not within scope for release 1. 01/03 - Include information in FAQs; see 275.	01/03 - CLOSE
44	09/18/00	Schools Portal	Exolve	Enhancement	LYNX ISSUE: The user cannot log onto the system using Lynx. There is no link from the SFA Site that allows the user to create a personal web site. And therefore no link to the Privacy Statement.	12/22 - LYNX support is not within scope for release 1. 01/03 - Include information in FAQs; see 275.	01/03 - CLOSE
45	09/18/00	Schools Portal	Exolve	Enhancement	LYNX ISSUE: I attempted to use the Search functionality and was unable to get past a loop using Lynx. Lynx asks the user to select from the options link. Third, to click return, or use the arrow key to activate the search. When I press enter I am returned to the option list and asked to select from the options link, and an endless loop has begun! If I click on the Advanced Search or the About Search the same thing happens, I am returned to the Option list and the endless loop	12/22 - LYNX support is not within scope for release 1. 01/03 - Include information in FAQs; see 275.	01/03 - CLOSE

**SCHOOL PORTAL/IFAP
SIR LOG**

Sir #	Date Submitted	Application	Responsible	Type	Comments	Hypothesis/Resolution/Comments	Status
214	10/19/00	IFAP	Beacon	Enhancement	Currently , the Search results page has a message of X Records Returned. This would be more useful to the users if X Records of X Hits Displayed (or some similar wording for the message).	10/23 - Rob Shina: IFAP does not batch queries. All rows are returned to the page the default on the number of rows returned is 10 this can be sent to anything. Within the advanced search there is a parameter that the user can change this. 12/28 - enhancement. 01/03 - Confirmed as enhancement.	01/03 - CLOSE
237	10/24/00	IFAP	Beacon	Enhancement	IFAP ADMINISTRATION:There are some issues on the sorting capabilities on the IFAP Administration pages for User Information. Users would like to be able to NOT have Institution, Prof Group and UserName show up after the User's name if it is not desired to do so. Additional	12/11 - Changed from P to E based on meeting with Tyson and Colleen. 12/22 - This functionality is outside scope of v.1. 01/03 - Confirmed Enhancement.	01/03 - CLOSE
238	10/24/00	IFAP	Beacon	Enhancement	IFAP ADMINISTRATION:In the old IFAP, there was the ability to click on a user in the Administration reports and view read only data on that user. This capability is not included in the new IFAP.	12/22 - This functionality is outside the scope of v.1. 01/03 - Confirmed Enhancement.	01/03 - CLOSE
249	10/24/00	IFAP	Beacon	Process	The SFA Customer Support page needs revisions. With the old IFAP, revisions could be performed directly to the page. SFA would like to see this ability retained.	10/24 - Rob Shina - The content team can use Interwoven and capture the pages then CSCC can use Teamsite to update as needed. 11/9 - See SIRs 272 and 282. 12/22 - see 282 12/28 - Work with Content Management team. 01/03 - solution to 241 will apply to this; close out.	01/03 - CLOSE
282	11/09/00	Interwoven	Beacon	Process	New Interwoven templates need to be developed to modify content on static html pages.	11/9 - This SIR is related to SIR 272. 12/22 - Under analysis. 12/28 - Work with Content Management team. 01/03 - Addressed by 241; close out.	01/03 - CLOSE
285	11/09/00	IFAP	Beacon	Enhancement	IFAP ADMINISTRATION: The ability to change an IFAP administration password needs to be added to the IFAP Administration pages.	12/22 - Under analysis. 12/28 - this is a 2-part SIR; one is being tested, the other is outside scope. 01/03 - Confirmed Enhancement.	01/03 - CLOSE

**SCHOOL PORTAL/IFAP
SIR LOG**

Sir #	Date Submitted	Application	Responsible	Type	Comments	Hypothesis/Resolution/Comments	Status
288	11/14/00	IFAP	Beacon	Process	<p>IFAP DATA CONVERSION: Links in Publications Not Enabled: 5-8% of links throughout the IFAP Publications</p> <p>This is an issue that occurs in multiple publication areas. The majority of links are working fine. The publications that have the most link issues:</p> <ul style="list-style-type: none"> ? Action Letters ? Dear Colleague Letters <p>Publication areas with multiple link issues:</p> <ul style="list-style-type: none"> ? Drug Worksheets ? EDE Technical Reference ? Direct Loan School Guides ? Federal Register ? NSLDS Reference Materials ? Pell Grant (RFMS) Process 	<p>12/22 - Under analysis and testing. 12/28 - Need to set up feedback form / process to fix all. 01/03 - Being addressed by 207; close-out.</p>	01/03 - CLOSE
289	11/14/00	IFAP	Beacon	Process	<p>IFAP DATA CONVERSION: PDF Files missing: 0-1% of all PDF files throughout the IFAP Publications</p> <p>This is not a widespread issue, although it does occur. Some of the publications where this issue has been identified:</p> <ul style="list-style-type: none"> ? Action Letters ? Direct Loan Newsletters 	<p>12/22 - Under analysis and testing. 12/28 - Need to set up feedback form / process to fix all. 01/03 - Being addressed by 207; close-out.</p>	01/03 - CLOSE
290	11/14/00	IFAP	Beacon	Process	<p>IFAP DATA CONVERSION: PDF Files on the Publication but Not Working: 0-1% of all PDF files throughout the IFAP Publications</p> <p>This is a random occurrence. Some of the publications where this issue has been identified:</p> <ul style="list-style-type: none"> ? EDE Technical Reference ? SAR/ISIR Reference Materials 	<p>12/22 - Under analysis and testing. 12/28 - Need to set up feedback form / process to fix all. 01/03 - Being addressed by 207; close-out.</p>	01/03 - CLOSE
296	11/20/00	Interwoven	Content Management	Process	<p>Load static pages into Teamsite so that CSCC can modify the HTML as they desire. Colleen needs to identify what pages they want loaded.</p>	<p>12/22 - Under analysis and testing. 12/28 - Work with Content Management team. 01/03 - Being addressed by 241; close-out.</p>	01/03 - CLOSE

**SCHOOL PORTAL/IFAP
SIR LOG**

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308		Schools Portal	Exolve	Process	IE browser indicates "javascript:void(0)" in the left bottom corner of the browser window when the cursor is placed on Go button for MySFA.	12/2 - This is not an error; web application behavior. 01/03 - Not an error; close-out.	01/03 - CLOSE
316		Schools Portal	Exolve	Enhancement	Replace MySFA button with button for logout and return to home site. MySFA button is redundant since that is where user is.	12/22 - Training issue for v.1. The same header is utilized throughout application; a change for this page will impact performance. 01/03 - Confirmed Enhancement.	01/03 - CLOSE
323		Schools Portal		N/A	Need to confirm ALL SP Administration SIRs are closed. Need access to SP Administration page and process.	12/22 - Under analysis and testing.	01/03 - CLOSE
328		Schools Portal		N/A	Are School Portal Administration Pages in Production? Need access to test.	12/22 - In testing.	01/03 - CLOSE
339	12/18/00	IFAP	Beacon	Enhancement	IFAP Search Results Page is too cryptic. Besides displaying document title, the document type and the date/award year should be displayed. Comment from customer at EAC.	12/22 - Outside scope of v.1. 01/03 - Confirmed Enhancement.	01/03 - CLOSE
340	12/20/2000	Schools Portal	Exolve	Process	On occasion when tabbing through the My SFA Sign Up fields the tab will move up to the top of the screen and begin to tab through the top navigation bar, rather than moving through the information fields	12/22 - Under analysis. 01/03 - Browser behavior; close-out.	01/03 - CLOSE
341	12/20/2000	Schools Portal	Exolve	Process	While Signing up for MySFA, a message was created saying that the email was invalid but it would let me create the account anyway	12/22 - Under testing. 01/03 - Acceptable behavior; close-out.	01/03 - CLOSE
345	12/22/2000	Schools Portal	Exolve	Process	Javascript.SageLogin() message on bottom of screen.	12/22 - In testing. 01/03 - Not an error; close-out.	01/03 - CLOSE
346	12/22/2000	Schools Portal	Exolve	Need Verification	Javascript error: Type javascript into location for details message on bottom left of screen.	12/22 - In testing. 01/03 - no additional information available.	01/03 - CLOSE
354	12/29/2000	IFAP	Beacon	Process	Related to SIR #253....It appears that Beacon used only the May data for the Conferences and presentations database.	12/29 - Under analysis. 01/03 - Same as 253; close-out.	01/03 - CLOSE