

FSA Integration Partner

United States Department of Education

Federal Student Aid



ITA Architecture Maintenance Goals Report III

Task Order #118

Deliverable # 118.1.2c

Version 1.0

September 30, 2003



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1 Introduction

1.1 ITA Overview

The Integrated Technical Architecture (ITA) provides a standardized, reusable infrastructure for enabling business capabilities within the FSA application community. The long-term vision of the ITA is to provide an integrated, enterprise-wide technical architecture that will enable FSA to reduce the number of custom-built applications that are difficult and costly to update and maintain.

1.2 Executive Summary

The ITA Architecture Maintenance Goals Report III (September 30, 2003) documents the architecture maintenance services provided by the ITA team between May 1 and September 30, 2003. These maintenance services were provided to FSA applications using ITA product software and Reusable Common Services hosted in the ITA development, testing, and staging environments. The following is a brief overview of the contents of each section of this report:

Section 1 Introduction:

- Provides an overview of the contents of this report.

Section 2 Environments:

- Describes the pre-production environment (development, testing, staging) and includes a detailed diagram of this environment.
- Lists successfully provided environments and includes a diagram of these environments.

Section 3 ITA Product Software:

- Provides a summary of ITA product software.

Section 4 Infrastructure Updates and Enhancements:

- Provides an overview of the updates and enhancements section of this document.
- Summarizes the updates and enhancements that were performed between May 1 and September 30, 2003

Section 5 Reusable Common Services (RCSs)

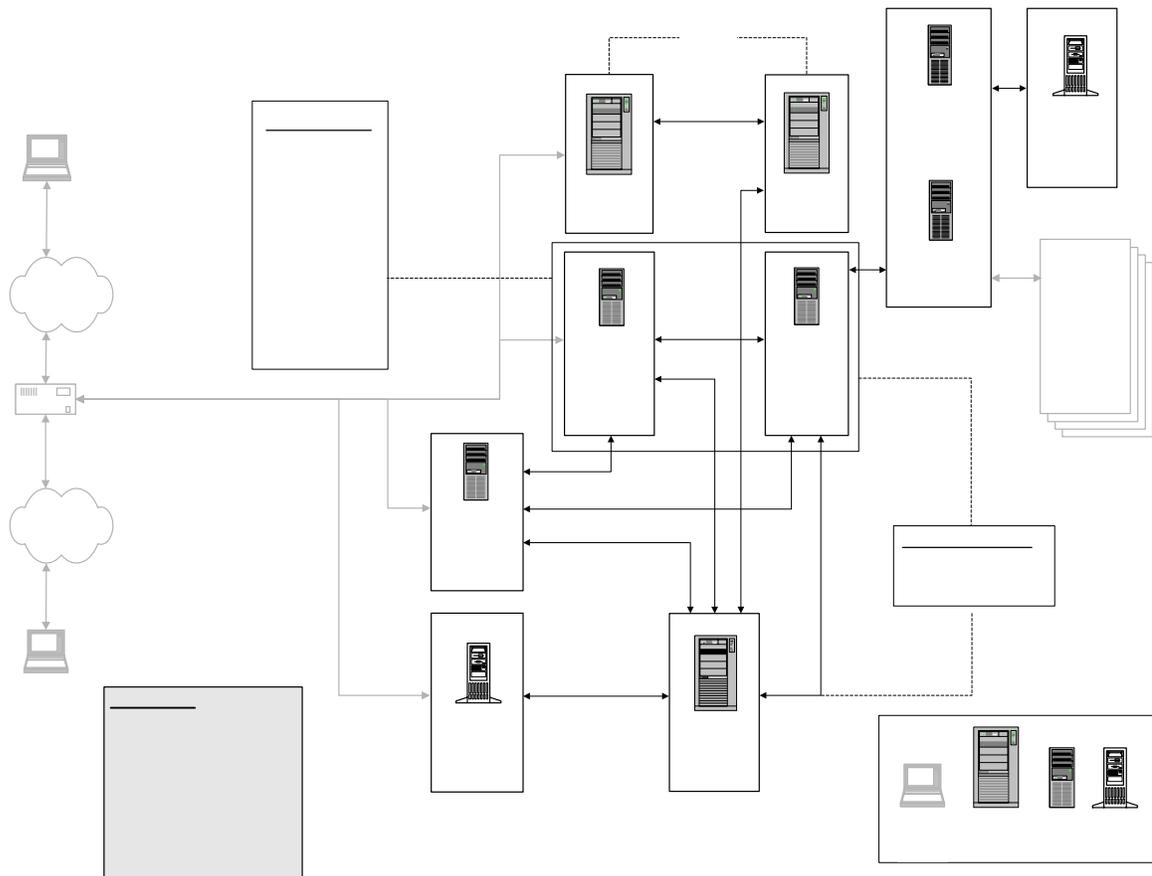
- Summarizes the changes to any RCSs hosted in the ITA architecture.

2 Pre-Production Environments

2.1 Development/Testing/Staging Environment

The pre-production environments consist of development, testing, and staging. In the development environment, the application teams develop components that will be used in various applications. These components are then tested for functionality in the testing environment. The final area of pre-production, staging, offers the opportunity to prepare the components before their migration to the production environment.

2.1.1 Pre-Production Environment Diagram





3 ITA Product Software

Another key objective of ITA Architecture Maintenance Services is to provide product software maintenance. This section provides the details of the ITA product software such as Software, Environment, and Current Version.

3.1 Table of ITA Product Software

The table below presents details of what product software is installed in which environment and what version of the software has been installed in that environment.

Software	Environment*	Current Version	Upgrade Version^
IBM HTTP Server (IHS)	Dev, Tst, Stg	v1.3.26	v1.3.26
WebSphere Application Server (WAS)	Dev, Tst, Stg	v3.5.6 V5.0.1	v5.0.1
Autonomy	Dev, Tst, Stg	v3.1.13.2	-
eNetwork Dispatcher	Dev, Tst, Stg	v4.0.2.25	-
Interwoven	Dev, Tst, Stg	v5.0.1	v5.5.2
Microstrategy	Dev, Tst, Stg	v7i	-
Solaris	Dev, Tst, Stg	v2.8	v2.8

*Dev = development, Tst = testing, Stg = staging

^ ITA upgraded the non-production environment's software products during the May - Sept 2003 time period.



IBM HTTP Server (IHS)

IBM's web serving offering is based upon the Apache web server. The implementation that IBM has custom tailored allows for tight integration into the IBM WebSphere applications and other IBM products. It allows for the serving of multiple web documents, while providing necessary application interaction.

IBM WebSphere Application Server (WAS)

The IBM WebSphere Application Server manages, deploys, programs, and integrates development like IBM's WebSphere. It makes use of Java technology compatibility for most web application offerings. One of its most useful features is that it is a highly configurable solution for a small offering or a large enterprise. It is the middleware between the HTTP servers and the databases.

Autonomy

Through the use of Autonomy the entire Internet offering is easily parsed into a searchable resource. Users can seamlessly search for content throughout enterprise offered information. It does this through its connectors that combine varying forms of resources (databases, HTML pages, e-mails, etc.) into one easily accessible resource.

Network Dispatcher

This IBM product is an integrated portion of the IBM Edge Server. Network Dispatcher provides load balancing. It administers the resource balancing between clusters of web servers and application servers. It is one of many components within the ITA network architecture that allows for high availability.

Interwoven TeamSite

As a product of the Interwoven Platform, TeamSite enables content contribution, collaboration, and management across the enterprise. It provides the necessary components to streamline business processes, integrate currently used productivity tools, and accelerate all eBusiness initiatives.

Microstrategy

This product provides reporting, analysis, and information delivery capabilities.

Solaris

Sun Solaris is the Unix based operating system (OS) running on the HP and Sun servers.



4 Infrastructure Updates and Enhancements

4.1 Updates and Enhancements Matrix

The updates and enhancements log included in Section 4.2 of this document provides detailed information for development, testing, staging, and performance environment issues addressed with updates or enhancements between January 1 and September 30, 2003. The matrix is organized chronologically by application name.

This matrix consists of the following categories:

- **Date Opened:** Provides the date the issue was opened.
- **Application:** Denotes the name of the application.
- **Description:** Offers a description of the issue.
- **Environment:** Lists the environment(s) in which the issue occurred (Development, Test, Staging, Performance).
- **Resolution:** Summarizes steps taken by the ITA team to resolve an issue.
- **Priority:** Provides the issue's level of priority ranging (high, medium, low).
- **Issue Status:** Indicates the issue's status (open, closed).
- **Issue Resolution/Target Date:** Provides the issue's resolution date or target date.
- **Approximate Time Spent:** The number of hours spent resolving the issue.



4.2 Updates and Enhancements Log

Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
7/29/2003	EAI	Dev.	EAI team requested development environment in SUN ITA WAS 5.0 environment for installation of an EAI web application.	Created an development environment in the WAS 5.0 SUN ITA environement and installed EAI web application as requested.	3-Normal	Closed	8/11/2003	1
9/23/2003	EAI	Dev.	Request to deploy an update for the EAI Message Status Inquiry web application. The EAR file is located at su35e5:/www/dev50/EAIWebApp/ears/EAID ILogger.ear. Please Deploy.	Deployed the EAI web application EAR file as requested.	3-Normal	Closed	9/23/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
6/10/2003	eCampus Based	Dev.	The eCB users are unable to login to their application due to an error message being received from PIN site.	The O/S on hpa2 was upgraded to HP-UX 11i. In order for WebSphere v3.5.6 to run on 11i some patches needed to be installed. Since the PIN Test application runs on hpa2, the application was not accessible without the patches installed. Due to a separate issue, the O/S upgrade was backed out and the PIN site and WAS was restarted. The PIN site then became accessible.	2-High	Closed	7/25/2003	2
6/23/2003	eCampus Based	Dev.	The /tmp directory structure is at 99%. eCB developers are unable to compile a java program in the dev directory (su35e5). An 'out of memory' condition is displayed.	Cleared the /tmp directory of files no longer need and the /tmp directory was reduced to 1% disk usage.	3-Normal	Closed	6/25/2003	1
7/18/2003	eCampus Based	Dev.	The su35e5 /www directory is 100% full. There is a file in \www\dev\cbs\logs\eCampusBasedAppLog.log that can be deleted.	Due to the WAS 5.0 upgrade, the /www directory needed additional disk space. Once the disk space was added and all WebSphere directories cleaned up the disk usage for /www was reduced.	2-High	Closed	8/11/2003	1
7/21/2003	eCampus Based	Dev.	When restarting the eCB development and test server (su35e5) www/dev/cbs we are getting an error message saying the application cannot start because the WAS 3.5 Admin Server is not running.	Restarted WAS 3.5.6 in the development environment and eCB started successfully.	2-High	Closed	8/11/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
9/8/2003	eCampus Based	Dev.	We are unable to get to DEV and TST sites for eCampusBased even after restart In DEV we would get a Internal server error while in TST we get a page not found error.	Restarted WAS 3.5.6 and IHS in the development and test environments and eCB became accessible.	2-High	Closed	9/8/2003	1
6/10/2003	FAFSA	Dev.	WAS v3.5 and WAS v5.0 cannot co-exist using IHS 2.0. The WAS v3.5 plugin information is not valid with the IHS 2.0 configuration. As a result, WAS v3.5 and v5.0 cannot co-exist when using IHS 2.0. WAS v5.0 currently has errors with SSL when using IHS 1.3.26, so currently there is no co-existence in the configuration.	After speaking with IBM, the ITA team learned that IHS 2.0 is not compatible with any version of WAS 3.5. After working with IBM, they found a bug in the WAS 5.0 plugin library file in regard to SSL and its interaction with IHS 1.3.26. IBM provided an efix in the form of an updated library file. After adding the library file to the configuration, WAS 3.5 and WAS 5.0 were able to co-exist in the IHS 1.3.26 configuration.	2-High	Closed	8/6/2003	10
6/13/2003	FAFSA	Dev.	SSL not working with IHS v1.3.26 and WAS v5.0. Cannot access secure servlets via SSL with IHS v1.3.26 and WAS v5.0.	There was a bug in the WAS 5.0 plugin library that sits on the webserver. IBM provided an efix for the bug in the form of an updated library file. After adding the library file to the configuration, SSL was working and the secure servlets became accessible using WAS 5.0 and IHS 1.3.26.	2-High	Closed	8/6/2003	1
7/14/2003	FAFSA	Dev.	NCS does not have execute rights on the FAFSA and PIN WAS 5.0 deployment scripts.	Edited the deployment scripts to grant NCS the appropriate permissions.	1-Emergency	Closed	8/11/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
7/29/2003	FAFSA	Dev.	An issue with the merge process ftp'd FAFSA EAR files with the wrong owner, thus NCS was unable to remove the files themselves. NCS requested the following files be deleted on HPA2: /www/dev50/fotw/ears/FOTWApp.ear /www/tst50/fotw/ears/FOTWApp.ear	Deleted the designated EAR files as requested.	3-Normal	Closed	7/29/2003	1
7/29/2003	FAFSA	Dev.	The owner on most of the files and directories under /www/dev50/fotw & /www/tst50/fotw has been changed from ncsmerge to www and currently Pearson does not have write access to any of these files or directories.	Updated the directories with appropriate permissions, and updated the FAFSA and PIN deployment scripts to designate the appropriate permissions and prevent the problem from happening again.	2-High	Closed	8/11/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
9/15/2003	FAFSA	Dev.	For 04-05, T4WAN now has two separate DB2 regions for DEV and TEST. For FAA Access to CPS Online to be able to access the T4WAN data sources, we need to make the following updates:1. Update the dataSourceName to T4WAND for T4WANDDataSource on DEV in WAS 5.0. On TEST, it continues to point to T4WANT.2. Update the odbc.ini file for ShadowDirect on DEV and TEST with the following properties:-The current T4WANT entry in the odbc.ini file should be renamed T4WAND.- A new T4WANT odbc.ini entry should be created with the same parameters as T4WAND except for Port number = 1205, Subsystem = DSNQ, Plan Name = SHDWANTS.	Updated the T4WANDDataSource in Dev as requested. Updated the odbc.ini file located in /opt/shadow as requested.	3-Normal	Closed	9/15/2003	1
9/22/2003	FAFSA	Dev.	We are getting some strange errors trying to connect to our T4WANDDataSource dev.	The ShadowDirect odbc.ini file did not have the T4WAND table information. Copied an updated version of the odbc.ini file with the T4WAND information into the /usr/local/lib/neon directory on hpa2. As a result, Shadow is able to access T4WAND and the issue is resolved.	1-Emergency	Closed	9/22/2003	3



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
9/9/2003	FAFSA	Dev. & Test	<p>To prepare for the 0405 FOTW & PIN functional test, which is scheduled to start next Monday, 9/15, we need to update the Web server plug-in for the AppServer (5.0).</p> <p>On Dev: The 0405 FOTWApp.ear and PINApp.ear have been deployed on dev. It is ready update the Web plug-in on Dev. Also, please change the ownership to "ncsmerge:fotwdev" for files under /www/dev50/pin/properties.</p> <p>On Test: The 0405 EAR files have not yet deployed to the Test since MACRO is still doing the System Test on PIN Request. Please update the plug-in upon notification from Pearson, or by Monday, 9/15.</p>	Updated and transfered the plugin files in Dev and Test as requested.	3-Normal	Closed	9/10/2003	2



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
9/17/2003	FAFSA	Other	<p>Issues with FAFSA and PIN deployment & restart scripts:</p> <ol style="list-style-type: none"> 1. The deployment scripts for FAFSA and PIN are working on TEST, but have problems on DEV. The error messages look like this: 2. The restart_fafsa.sh script is having an exception problem on both DEV & TEST. Did not test on STG, it might have the same issue. 3. The restart_pin.sh scripts were not found on DEV, TEST, or STG. 	<ol style="list-style-type: none"> 1. The deploy_ear script in Dev was corrupt. The FAFSA deployment script uses this script to deploy the FAFSA application. Copied a valid version of the script into Dev and the FAFSA deployment scripts started working. 2. Adjusted the restart_fafsa script and it is now functioning properly. 3. Created the restart_pin scripts and added them to the dev, test, and ita environments on hpa2. 	3-Normal	Closed	9/22/03	4
6/30/2003	FAFSA	Stage	<p>The stage env on HPL3 and HPA2 is currently not serving up SSL pages at all. https://stg.fotw.sfa.ed.gov:8447/</p>	<p>FAFSA dev. team added the host name "stg.fotw.sfa.ed.gov" to 4.20.15.56 in their host file and are now able to access the SSL pages.</p>	1-Emergency	Closed	7/25/2003	1
8/14/2003	FAFSA	Stage	<p>Need to test in the stg environment on hpa2. Due to memory usage issues, another environment needs to be brought down. Temporarily stopping the dev environment will allow us to bring up stg and perform testing.</p>	<p>Stopped the dev environment and started the stg environment on hpa2 as requested. Upon completion of testing, stopped the stg environment and started dev.</p>	3-Normal	Closed	8/18/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
5/15/2003	FAFSA	Test	Getting a message saying the EAI Bus is unavailable. Looks like the EAI bus is down on dev and test.	hpa2 was restarted. The EAI queue managers are not included in the server's startup scripts and therefore were not restarted along with the server. The queue managers were restarted and the EAI code began functioning.	1-Emergency	Closed	7/25/2003	1
5/29/2003	FAFSA	Test	Request for a new IHS id/password on the test FAFSA site to allow for some testing of the FAA portion of FAFSA: id - faatest password - faapass	Added the requested ID and password to the WAS v3.5 and 5.0 FAFSA test sites.	3-Normal	Closed	8/11/2003	1
6/5/2003	FAFSA	Test	FAFSA test site was receiving an "out of memory" error.	Restarted WebSphere to free memory and the FAFSA test site became accessible.	1-Emergency	Closed	7/25/2003	1
6/17/2003	FAFSA	Test	The test WAS environment on HPA2 is not running, and is unable to serve any servlets or jsp. When executing the restart_fotw.sh, an error was displayed saying the Admin Server was not running.	The test sites in WAS 3.5 were shut down while FAFSA environment was upgraded to WAS 5.0. The restart script will not work if WAS is not running. Once the upgrade was complete, the WAS 3.5 sites were restarted and the restart scripts worked as usual.	1-Emergency	Closed	8/6/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
7/31/2003	FAFSA	Test	We can't get to anything under SSL on the 3.5.6 version of the FAFSA test environment. Doing more testing found that the entire 3.5.6 version of the dev site is down. Also the dev and test 5.0 version were down too.	Restarted the 3.5.6 and 5.0 environments and the various FAFSA sites became accessible.	1-Emergency	Closed	8/11/2003	1
8/11/2003	FAFSA	Test	Search functionality not working in any of the FAFSA WAS 5.0 environments.	The Classloader Mode of the classloader of the WAS 5.0 FOTW App. Server was set to Parent Last in dev50, tst50, and ita50. This classloader references the RCS jar files. Changed the Classloader Mode to Parent First and the search functionality works. Having the Mode set at Parent Last did not allow WebSphere to properly see RCS jar files.	3-Normal	Closed	8/18/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
8/21/2003	FAFSA	Test	The ITA logger is not logging error messages in dev or test	<p>The FAFSA WAS 5.0 configuration was referencing two logging jar files. One was referenced through the ws.ext.dirs parameter in the JVM and the other was referenced as a shared library. The logging jar that's referenced as a shared library is referenced in the App. Server's Classloader. When we updated the Classloader mode to Parent First last week to resolve the search functionality problem, there became two logging jar files in the classpath that conflicted with each other. As a result, logging stopped working.</p> <p>To fix the problem, we removed the ws.ext.dirs parameter from the JVM. Once removed, logging started working.</p>	2-High	Closed	8/21/2003	3



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
9/15/2003	FAFSA	Test	<p>1. FAFSA deployment on DEV & TEST appeared OK from the script messages, but the EAR file under the FOTW_ROOT/installedApps directory were not updated. In effect, the deployment script did not deploy the updated EAR file.</p> <p>This problem occurred after a memory fault issue was resolved after late last Friday. So the PIN deployment might have the same issue.</p> <p>2. Currently, ncsmerge can not restart FAFSA or PIN servers without deploying the application. There are no restart_fafsa pin.sh scripts on DEV, TEST, or STG. Although there is a restart_fafsa.sh script on DEV, ncsmerge can not execute it. It's helpful to enable this script for ncsmerge.</p>	Created two new scripts and verified access through sudo.	2-High	Closed	9/15/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
9/15/2003	FAFSA	Test	<p>Currently, the test URLs for FAFSA/PIN on WAS 5.0 are:</p> <p>http://test50.fotw.sfa.ed.gov:15080/ https://test50.fotw.sfa.ed.gov:15443/ http://test50.pin.ed.gov:15081/ https://test50.pin.ed.gov:15444/</p> <p>We need to switch these URLs the regular test URLs for functional tests of the 0405 code:</p> <p>http://test.fotw.sfa.ed.gov:8532/ https://test.fotw.sfa.ed.gov:8445/ http://test.pin.ed.gov:8532/ https://test.pin.ed.gov:8444/</p> <p>The dev URLs are not yet ready to make the switch since we're still using the utility programs on WAS 3.5.6. We'll make that switch once we complete the conversion of the utility programs.</p>	Adjusted the URLs in the WAS 5.0 test environment as requested.	3-Normal	Closed	9/15/2003	1
9/15/2003	FAFSA	Test	On TEST, FAFSA has a problem connecting to the Temp Save Oracle db. Please review and update FOTWTempSaveDS & FOTW34TempSaveDS on TEST.	The datasource information was incorrect in Test. Adjusted the DataSources in the FAFSA Test 5.0 environment with the correct information and the problem was resolved.	3-Normal	Closed	9/15/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
9/23/2003	FAFSA	Test	The web plugin needs to be re-generated and IHS restarted for the FAFSA WAS 5.0 dev & test sites for a change to the ISIRRequestServlet.	Updated the WebSphere plugin in both dev and test. Transferred the plugin files to the Web Server and restarted the Web Server as requested.	3-Normal	Closed	9/23/2003	1
6/2/2003	IFAP	Dev.	DEV and TEST sites for IFAP, Schools Portal, and eCB are not available via browser. Receive "Page cannot be displayed" message.	Restarted WAS in Dev and Test and all applications became accessible.	1-Emergency	Closed	8/11/2003	1
6/23/2003	IFAP	Dev.	Per customer's request, we will need to create a new branch for QAP team to maintain their pages.	Created the new branch in TeamSite as requested.	2-High	Closed	8/11/2003	1
6/24/2003	IFAP	Dev.	The OpenDeploy service has failed to move files to productions when trying to deploy some new/modified files under ifap/[INDUS]/qadocs/.	While attempting to redo the steps of the request, the deploy worked. The problem resolved itself.	2-High	Closed	6/25/2003	1
8/15/2003	IFAP	Other	Request to add users to the following groups on su35e1: ifapdev, iwadmin, ifapqap, fpportal, and stportal	Added the specified users to the groups as requested.	2-High	Closed	8/18/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
6/1/2003	IFAP	Test	The following pages in IFAP & Schools on both Test & Dev sites (su35e5) cannot be displayed: http://test.fsa4schools.ed.gov:8532/SCHOOLSWebApp/index.jsp http://dev.fsa4schools.ed.gov:8531/SCHOOLSWebApp/index.jsp http://test.ifap.ed.gov:8532/IFAPWebApp/index.jsp http://dev.ifap.ed.gov:8531/IFAPWebApp/index.jsp	Restarted IHS and WAS in dev and test and the pages became accessible.	2-High	Closed	8/6/2003	1
6/27/2003	IFAP	Test	Request for write permission to all files under /www/tst/ifap/web/pagecompile for development purposes.	Granted file permissions as requested.	2-High	Closed	8/6/2003	1
7/15/2003	IFAP	Test	Request to replace the DataDeploy file at: iw-home/opendeploy/OpenDeployNG/conf/odconf/sp/CONFIG/.	Backed up DD and called this DD.071503. Then updated the DD as requested and saved the new version.	3-Normal	Closed	7/15/2003	1
7/29/2003	IFAP	Test	No access to both Test and Dev site of IFAP and Schools Portal via browsers.	IHS was not started in Dev and Test. Restarted IHS and the sites became accessible.	2-High	Closed	8/11/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
8/4/2003	IFAP	Test	No access to both Test and Dev sites of IFAP and Schools	The dev and test environments went down due to the monthly reboot of su35e2 and su35e5. Restarted the dev and test environments and the application became accessible.	2-High	Closed	8/11/2003	1
8/28/2003	IFAP	Test	Customer received the following error message when browsing files in Teamsite: "Gateway Timeout the firewall did not receive a timely and complete response from the upstream server it accessed in attempting to complete the request"	The error was specific to a problem with the customer's PC and could not be replicated. As a result, the request was rejected.	2-High	Rejected	8/28/2003	1
9/2/2003	IFAP	Test	Test sites for both of IFAP and Schools are not up.	Restarted WAS and the sites became available.	2-High	Closed	9/2/2003	1
7/29/2003	ITA	Dev.	XML Framework team requested creation of a development environment and use of a database instance.	Created a WAS 5.0 environment in the dev50 environment as requested.	3-Normal	Closed	8/15/2003	5



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
5/15/2003	ITA	Other	<p>Please check for the configurations in Teamsite Workflow to address the customer's request as below:</p> <p>Even though Marcello is approving a Job -- Job Name (ID): Change Request (86183) - the files in each task is not being submitted to staging. Instead the Job status changes to " done" and it is sent back to the "content contributor."</p>	The issue is related specifically to the file, rather than the workflow. Workflow had completed at the time of defect submission, preventing further analysis. Requestor has been informed of how to check workflow status through TeamSite's command line tools.	2-High	Closed	8/6/2003	1
5/16/2003	ITA	Other	<p>Customer is having the problem to installing "LaunchPad" when operating Teamsite. Configuration or instructions are required.</p>	<p>This problem was a browser issue. System tested the problem on: IE 6.0.2800.1106 on Windows 2000, logged into PC as Windows Administrator.</p> <p>After the upgrade to IE 6, TeamSite users are prompted to update Launchpad as indicated in the attached screenshots. When this prompt appears, select "Yes" and then proceed to the Launchpad screen.</p> <p>NOTE: This was done logged into the PC as a Windows administrator. Users may need to contact CIO/helpdesk for assistance with installing the update if they do not have PC administrator privileges.</p>	3-Normal	Closed	6/25/2003	2



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
6/5/2003	ITA	Other	Interwoven Teamsite is not responding.	There were problems with VDC network connectivity. Once resolved the site became accessible.	2-High	Rejected	6/25/2003	1
9/15/2003	PIN	Test	Currently receiving the following error when attempting to access pin database from test site: The Network Adapter could not establish the connection. The function we are trying to test currently works in the development environment but not in test, suspect it may be a datasource configuration issue with the FOTWPin datasource in the PIN test environment. To confirm, should be using the EACTST instance on HPN5 at port 1662.	Updated the FOTWPin datasource in Test to point to EACTST on 4.20.14.15 on port 1662 and the problem was resolved.	2-High	Rejected	9/15/2003	1
9/16/2003	PIN	Test	The IHS password for the 'pin' id is 'pintst' on the new 5.0 site, this needs to be updated to 'pintest' this was the password on the old 3.5.6 site and is the password that the PIN client sites have been using.	Updated the PIN test 5.0 site password for 'pin' user to 'pintest' as requested.	2-High	Rejected	9/16/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
9/22/2003	PIN	Test	<p>Because pinindex.htm has been replaced by pinindex.jsp that is served by WAS 5.0 under the PINWebApp context, we need to update the IHS configuration for this. We could do this by using the Apache directive Redirect.</p> <p>For the non-secure PIN virtual host, add the directive as below:</p> <p>Redirect permanent /pinindex.htm http://test.pin.ed.gov:8532/PINWebApp/pinindex.jsp</p> <p>For the secure PIN virtual host, add the directive as below:</p> <p>Redirect permanent /pinindex.htm https://test.pin.ed.gov:8444/PINWebApp/pinindex.jsp</p> <p>The same change will be needed on PIN dev as well.</p>	Added the requested Redirect directive the httpd.conf file in both dev and test.	3-Normal	Rejected	9/22/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
6/9/2003	Pin Site	Dev.	Unable to access Test PIN site via eCB.	The Web Server was not started so the PIN application could not be reached. Upon restarting the Web Server, the static content of PIN site became accessible, but not the dynamic content. Upon restarting the application in WebSphere, the PIN site became fully accessible.	2-High	Closed	7/25/2003	1
6/17/2003	Pin Site	Dev.	Test PIN Site is down. eCB developers/testers unable to logon.	Test pin site was down while FAFSA environment was upgraded to WAS 5.0. Once the upgrade was complete, the PIN site was brought back up and became accessible.	3-Normal	Closed	8/6/2003	1
6/24/2003	Pin Site	Dev.	eCB testers are unable to login to eCB application.	The PIN test site was down during the WAS v5.0 upgrade to hpa2. Once hpa2 was upgraded, the PIN test site was brought back up and became accessible.	3-Normal	Closed	8/11/2003	2
6/30/2003	Pin Site	Test	Receiving an error when executing the PIN Web Service.	The ITA Team reinstalled the PINWebService in the Web Service administration tool and the problem was resolved.	3-Normal	Closed	8/19/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
6/2/2003	Schools Portal	Dev.	Request for an IP address to an email server that can send out emails outside of ed.gov. This page is hosted on the Ombudsman site.	Provided the requested information to the Schools Portal team.	2-High	Closed	8/6/2003	1
6/23/2003	Schools Portal	Dev.	The OpenDeploy service fails when deploying modified files under schools_jsp/[dev]/web/.	Restarted OpenDeploy on su35e5 and the problem was resolved.	2-High	Closed	6/25/2003	1
6/6/2003	Students Portal	Dev.	Configure Autonomy to spider XAP content in dev, using URL perf.ed.xap.com. Spider content into a new database, called XAP.	Added configurations to Autonomy in dev site and entered a request with CSC.	3-Normal	Closed	6/6/2003	2
8/12/2003	Students/FP Portals Rollout	Dev.	The Students/FP Portals are down in development. Receiving a 'page cannot be displayed' error message.	The hostname dev.fsaportals.ed.gov was not in the user's host file. Once the hostname was added, the user was able to access the website.	2-High	Closed	8/18/2003	1
9/8/2003	Students/FP Portals Rollout	Dev.	The Students and Financial Partners Portal test websites are down.	IHS and WAS in the test environment were both down. Restarted IHS in both environments and the site became accessible. WAS was down in dev. Restarted WAS and the site became accessible.	2-High	Closed	9/8/2003	1



Date Opened	Application	Env	Description	Resolution	Priority	State	Issue Resolution / Target Date	Approx Time Spent (hours)
9/15/2003	Students/FP Portals Rollout	Dev.	The development and test sites are down for Students/FP Portals.	IHS was down in both the dev and test environments on su35e2. Started IHS in dev and test and the site became accessible.	2-High	Closed	9/15/2003	1
7/29/2003	Students/FP Portals Rollout	Dev./Test	The Students/FP Portals are down in development and test.	IHS was not started in Dev and Test. Started IHS and the Portals pages became accessible.	2-High	Closed	7/29/2003	1
8/4/2003	Students/FP Portals Rollout	Dev./Test	The Students/FP Portals are down in development and test.	The dev and test environments went down due to the monthly reboot of su35e2 and su35e5. Restarted the dev and test environments and the application is now up and running.	2-High	Closed	8/11/2003	1



4.3 Outstanding Issues

Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/Target Date	Approx. Time Spent (hours)
9/10/2003	FAFSA	Stage	Cannot deploy the FAFSA application to the ita50 environment using the deployment scripts. Receiving error messages while running the /opt/util/was50/ita50/deploy_fafsa.sh script.	Due to memory issues on hpa2, all of the WAS 3.5 and 5.0 environments cannot currently run at the same time. As a result, the ita50 environment was not running. NCS is currently using the WAS 3.5 dev environment. Once they are finished using WAS 3.5 dev, ita50 will be started and the deployment scripts updated.	3-Normal	Open	10/1/2003	1
8/20/2003	ITA	Other	TeamSite Users seem to not be receiving emails. Normally, there are certain people in a workflow who receive emails at certain points during the workflow, and this seems to not be happening.	The ITA team is working with CSC to resolve this issue. ITA team submitted ECM #5351 to the VDC for troubleshooting of the Sendmail functionality.	3-Normal	Open	10/15/2003	2



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
8/15/2003	IFAP	Other	System affected owners (application/business owners) are not receiving a copy of ITA CR request via email even I have selected all affected applications in the Systems Affected fields.	<p>The ITA team met with the FSA Rational team to request the change. The FSA Rational team issued the following response:</p> <p>"The ITA schema requires extensive customization to address the requirement to send email notifications based on user groups / systems affected. This requires embedding hooks in VB to schema. I will present your requirements to FSA Rational support team as soon as the current issue with general email notification in ClearQuest has been resolved.</p> <p>ClearQuest / ECM has been encountering some problems which is, preliminarily, believed to be caused by problems in relaying of email notifications generated by ClearQuest. As soon as this issue is resolved, the Rational support team will be in contact with you to handle this request."</p>	2-High	Open	10/30/2003	5
8/20/2003	ITA	Other	TeamSite Users seem to not be receiving emails. Normally, there are certain people in a workflow who receive emails at certain points during the workflow, and this seems to not be happening.	The ITA team is working with CSC to resolve this issue. ITA team submitted ECM #5351 to the VDC for troubleshooting of the Sendmail functionality.	3-Normal	Open	10/15/2003	2



5 Reusable Common Services (RCS)

The RCS provides common technical and business services that are required for virtually every web-based application within FSA. These services can be built once and reused across all the applications. ITA Release 4.0 is maintaining the existing RCS library. The following list details changes made to any RCS(s) maintained in Release 4.0.

- **Search RCS:** the Search RCS was maintained and its functionality for IFAP was changed so that search results now display a document's URL and date.