

FSA Integration Partner

United States Department of Education
Federal Student Aid



ITA Architecture Maintenance Goals Report V

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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 V (December 15, 2003) documents the architecture maintenance services provided by the ITA team between November 1 and December 15, 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 November 1 and December 15, 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 ITA team hosts and maintains the pre-production environments consisting of the development, test, and staging environments. 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

Below is the Logical Diagram of the servers maintained in ITA Pre-production environments. Additional diagrams can be found in Appendix A.





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 the product software is installed the ITA environments with the current servers and the refreshed servers.

Note: Some of the refresh servers are not currently in use, but have been included in this table to display the refresh work that is taking place.

Software	Server Name	O/S	Env	Current Version	Applications	Post Refresh
IBM HTTP Server (IHS)	HPL3	HP-UX 11i	Dev Test ITA Stage	v1.3.26	FAFSA FAFSA Demo PIN	TBD
	HPL9	HP-UX 11i	Dev Test ITA Stage	v1.3.26	XML Registry	RP5470-2
	SU35E2	Sun Solaris 2.8	Dev Test ITA Stage	v1.3.12 v1.3.26	eCampus-Based ED Express Basics Exit Counseling FAFSA Demo FP Portal FSA Coach FSANet IFAP Ombudsman Ombudsman Redesign Program Guidance FSA Coach Students Portal Schools Portal Students.gov	RP5470-2



Software	Server Name	O/S	Env	Current Version	Applications	Post Refresh
	RP5470-2	HP-UX 11i	Dev Test ITA Stage	1.3.26	eCampus-Based FP Portal FSA Coach FSANet IFAP Ombudsman Ombudsman Redesign Program Guidance FSA Coach Students Portal Schools Portal Students.gov XML Registry	N/A
	RP7410-2	HP-UX 11i	FAFSA Perf	1.3.26	FAFSA FAFSA Demo PIN	N/A
	RP7410-4	HP-UX 11i	FAFSA Perf	1.3.26	FAFSA FAFSA Demo PIN	N/A
	SU35E6	Sun Solaris 2.8	ITA Perf	1.3.12 1.3.26	Portals	RP5470-4
	SU35E4	Sun Solaris 2.8	ITA Perf	1.3.12 1.3.26	Portals	RP5470-4
	RP5470-4	HP-UX 11i	ITA Perf	1.3.26	Currently no applications.	N/A
WebSphere Application Server (WAS)	HPA2	HP-UX 11i	Dev Test ITA Stage	3.5.6 5.0.1 (co-existing versions)	FAFSA FAFSA Demo PIN	TBD
	HPL5	HP-UX 11i	Dev Test ITA Stage	V5.0.1	XML Registry	RP5470-6



Software	Server Name	O/S	Env	Current Version	Applications	Post Refresh
	SU35E5	Sun Solaris 2.8	Dev Test ITA Stage	3.5.5 5.0.1 (co-existing versions)	eCampus-Based ED Express Basics Exit Counseling FAFSA Demo FP Portal FSANet IFAP Ombudsman Redesign Program Guidance FSA Coach Students Portal Schools Portal Students.gov	RP5470-6
	RP5470-6	HP-UX 11i	Dev Test ITA Stage	5.0.1	eCampus-Based FP Portal FSANet Ombudsman Redesign Program Guidance FSA Coach Students Portal Students.gov XML Registry	N/A
	RP7410-3	HP-UX 11i	FAFSA Perf	5.0.1	FAFSA FAFSA Demo PIN	N/A
	HPN8	HP-UX 11i	FAFSA Perf	5.0.1	FAFSA FAFSA Demo PIN	N/A
	SU35E11	Sun Solaris 2.8	ITA Perf	3.5.5 5.0.1 (co-existing versions)	Portals	RP5470-7
	SU35E4	Sun Solaris 2.8	ITA Perf	3.5.5 5.0.1 (co-existing versions)	Portals	RP5470-7
	RP5470-7	HP-UX 11i	ITA Perf	5.0.1	Currently no applications.	N/A
	SU22E20	Sun Solaris 2.8	FAFSA Perf ITA Perf	5.0.1 (WAS Deployment Manager)	N/A	TBD



Software	Server Name	O/S	Env	Current Version	Applications	Post Refresh
	SU22E24	Sun Solaris 2.8	FAFSA Perf ITA Perf	5.0.1 (WAS Deployment Manager)	N/A	TBD
Autonomy	SU35E2	Sun Solaris 2.8	Dev Test ITA Stage	AXE - 4.3.3.34069 Auto Indexer - 2.5.12.111 HTTP Fetch - 2.2.4.88	FAFSA FP Portal FSANet IFAP Ombudsman Program Guidance Schools Portal Students Portal	RP5470-2
	RP5470-2	HP-UX 11i	Dev Test ITA Stage	As of 12/15/03, CSC is researching the HP equivalent version.	FAFSA FP Portal FSANet IFAP Ombudsman Program Guidance Schools Portal Students Portal	N/A
eNetwork Dispatcher	SU22E20	HP-UX 11i	ITA Perf	4.0.2.25	FAFSA FAFSA Demo PIN Portals	TBD
	SU22E24	HP-UX 11i	ITA Perf	4.0.2.25	FAFSA FAFSA Demo PIN Portals	TBD
Interwoven	SU35E1	Sun Solaris 2.8	Dev Test ITA Stage	TeamSite - 5.0.1 OpenDeploy - 5.0.1 DataDeploy - 4.5	FP Portal FSANet IFAP Ombudsman Program Guidance Schools Portal Students Portal	Fsasvs- mrd8 Fsasvs- mrd9
	Fsasvs- mrd8	Sun Solaris 2.8	Dev Test ITA Stage	TeamSite - 5.5.2 OpenDeploy - 5.6 DataDeploy - 5.6	FP Portal FSANet IFAP Ombudsman Program Guidance Schools Portal Students Portal	N/A



Software	Server Name	O/S	Env	Current Version	Applications	Post Refresh
	Fsasvs-mrd9	Sun Solaris 2.8	Dev Test ITA Stage	TeamSite - 5.5.2 OpenDeploy - 5.6 DataDeploy - 5.6	FP Portal FSANet IFAP Ombudsman Program Guidance Schools Portal Students Portal	N/A
Microstrategy	SFANT001	NT 4.0	Dev Test	7.2.3	CM FP Data Mart eCampus-Based	N/A
Informatica	SU35E5	Sun Solaris 2.8	Dev Test	5.1.2	CM FP Data Mart eCampus-Based	RP5470-6
	RP5470-6	HP-UX 11i	Dev Test	5.1.2	CM FP Data Mart eCampus-Based	N/A



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.

Informatica

Informatica is a mainframe data tool that converts mainframe data for Oracle so reports can be generated by MicroStrategy.



4 Infrastructure Updates and Enhancements

4.1 Updates and Enhancements Matrix

The updates and enhancements log included in Section 4.2 of this document provide detailed information for development, testing, and staging environment issues addressed with updates or enhancements between November 1 and December 15, 2003. The matrix is organized chronologically by application name.

Note: Additional updates and enhancements were made to the Performance Test environment during the November 1 – December 15, 2003 time period. The majority of these changes are not included in the matrix but they are counted in the Ad-Hoc issues in Appendix D.

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	Project	Env	Description	Resolution	Priority	State	Issue Resolution/Target Date	Approx. Time Spent (hours)
12/2/2003	eCampus Based	Dev.	Request to install the eCB EAR file that is located in the current ITA SUN dev environment into the dev environment on the new ITA HP servers as part of the WAS 5.0 upgrade.	<p>Installed the eCB EAR file in the Dev. environment on rp5470-2 and rp5470-6 (new HP dev. servers).</p> <p>The URL is http://dev.cbs.ed.gov:8531/CBSWebApp/welcome.jsp.</p> <p>Also created scripts accessible using sudo so the application team can deploy and restart the application.</p>	3-Normal	Closed_Resolved	12/2/2003	3



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
12/2/2003	eCampus Based	Dev.	The current URL for WAS 5.0 version of eCampusBased on the development box is http://dev.cbs.sfa.ed.gov:8531 and http://dev.cbs.sfa.ed.gov:8531/CBSWebApp/admin/adminWelcome.jsp. Request to remove 'sfa' from the above URLs. So the new URLs will be http://dev.cbs.ed.gov:8531 and http://dev.cbs.ed.gov:8531/CBSWebApp/admin/adminWelcome.jsp.	Updated the hostname as requested. Removed the "sfa" portion of the hostname in the WAS 5.0 environments.	3- Normal	Closed_Resolved	12/2/2003	1
12/2/2003	eCampus Based	Dev.	Need a sudo account for the user 'indsxc' to deploy the EAR file and also to restart dev and test servers. This is in regards to the WAS upgrade.	Granted the requested user access to the sudo scripts for the eCB application.	3- Normal	Closed_Resolved	12/2/2003	1



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
12/2/2003	eCampus Based	Dev.	Request to create the following directories under /www/dev50/ecb: acct; acct/outfiles; acct/outfiles/archive; acct/sql data; data/backup; data/FisapExtract; data/FYA_K; data/group1; data/group2; data/group3; data/load01Records; data/r3_0; data/scrubs; data/scrubs/prioryearaward database; database/DBScripts; database/FUNCTIONS; database/PROCS; database/TRIGGERS datasync; datasync/ArchiveDirectory; datasync/InputDirectory; datasync/OutFile upload; upload/archive; upload/datafile; upload/origfile; upload/sql; upload/sql/logs	Updated the permissions (775) and group (cbsdev) of the ecb application directory so the eCB team can add the directories themselves.	3- Normal	Closed_Resolved	12/2/2003	1



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/Target Date	Approx. Time Spent (hours)
11/24/2003	eZ-Audit	Dev.	The EAR file for the eZ-Audit application (/www/dev50/ezaudit/ears/EZWebApp_11212003.ear) on the su35e5 server needs to be deployed on Websphere 5.0.	Deployed the eZ-Audit EAR file in Dev via the WebSphere Admin Console as requested.	2-High	Closed_Resolved	11/24/2003	1
11/24/2003	eZ-Audit	Dev.	Request to setup a DataSource for the WAS 5.0 EZ-Audit application in Dev with the following properties: Host: 4.20.15.15 Port: 1654 SID: eztst	Updated the EZDataSource in the Dev environment to point to the EZTST database on port 1654.	2-High	Closed_Resolved	11/24/2003	1
11/25/2003	eZ-Audit	Dev.	Request to add the following items to the classpath of the WAS 5.0 eZ-Audit application server. ezaudit.properties errorMessages_en_US.properties classes12.zip	Added the requested items to the eZ-Audit application server's classpath and restarted the application server.	2-High	Closed_Resolved	11/25/2003	1
11/5/2003	FAFSA	Demo Dev.	The default page for the FAFSA Demo application should be webdemo.htm instead of index.htm.	Updated the IHS configuration file to make webdemo.htm the index page of the FAFSA demo site.	3-Normal	Closed_Resolved	11/5/2003	1



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
11/7/2003	FAFSA	Demo Dev.	Getting a naming exception on the jdbc/DemoPinDS datasource. Need to get this setup and verify that jdbc/DemoTempAppDS is setup.	The FAFSA Demo Pin DataSource was named "DemoPINDS" with PIN in all capital letters. This conflicted with the FAFSA code which uses "DemoPinDS". Edited the DataSource name to "DemoPinDS" and the problem was resolved. Also, the DempTempAppDS was already set up.	1-Emergency	Closed_Resolved	11/7/2003	1
11/20/2003	FAFSA	Demo Dev.	Need to have the RCS search set up for demo dev environment and also need to spider the demo dev site. We also need to prepare to do this to demo prod after it comes up on Sunday, 11/23.	Turned on directory browsing in IHS and configured HTTPFetch to spider the FAFSA45 help directories. Submitted ECM #6203 with CSC for the change in Demo Prod.	2-High	Closed_Resolved	11/20/2003	2



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
11/13/2003	FAFSA	Dev, Test, & Perf	<p>The FAFSA application has been updated to use the new RCS jar files. Request to add the new RCS Jar files to the classpath of the FOTW and FOTW Demo application servers.</p> <p>Also, the PIN code no longer uses the RCS logger so the following settings can be deleted from the PINServer:</p> <ul style="list-style-type: none"> - Custom Service StartupRcs. - JVM System Property Syslog.config.xml. - JVM System Property ws.ext.dirs. - JVM System Property DEF_FILE_PATH. <p>Once successful, similar updates will need to be made in the Perf environment.</p>	<p>Added the new RCS jars to the FAFSA and FAFSA Demo application servers in the Dev, Test, and Perf environments and updated the App. Server and clone classpaths as requested. Also removed the requested items from the PIN application servers.</p>	2-High	Closed_Resolved	11/13/2003	3



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
11/19/2003	FAFSA	Dev.	<p>Unable to deploy the FAFSA application in any environment on hpa2. Receiving the following error messages:</p> <p>[telnet] WASX7318E: Received exception while declaring AdminControl; exception information: com.ibm.ws.scripting.ScriptingException : com.ibm.websphere.management.exception.ConfigServiceException: W</p> <p>KSP0006E Error while saving context test45-java.io.FileNotFoundException: /opt/dev50/WebSphere/DeploymentManager/wstemp/Scriptf8f530d0cf/workspace/cells/hpa2Network-dev50/nodes/hpa2-dev50/servers/test45/.repositoryContext (No such file or directory)</p>	<p>The disk space in the /opt/dev50 directory on hpa2 was at 99%. As a result the FAFSA and PIN deploy scripts could not run successfully. Reduced the disk space to 93% and Pearson was able to deploy applications. Submitted ECM #6170 to CSC to add 2 GB of disk space to /opt/dev50, /opt/tst50, and /opt/ita50 on hpa2 to prevent this from happening in the future.</p>	1-Emergency	Closed_Resolved	11/19/2003	1



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
11/21/2003	FAFSA	Dev.	<p>After the userid updates on HPL3 Pearson's file permissions have been messed up. Need ncsmerge to be the owner of the following directories:</p> <p>/www/dev50/fotw /www/dev50/fotwdemo /www/dev50/pin /www/tst50/fotw /www/tst50/pin /www/ita50/fotw /www/ita50/pin</p>	Updated the permissions with owner "ncsmerge" and group "fotwdev" for all the appropriate FAFSA and PIN directories.	1-Emergency	Closed_Resolved	11/21/2003	1



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
12/3/2003	FAFSA	Dev.	<p>In the java.security file in the FAFSA Dev environment, "com.sun.net.ssl.internal.ssl.Provider" is set as the first preference. This appears to cause the Chat functionality to not work in Dev. The dominlinker uses IBMJSSEProvider as its security provider and it has no right to reset the provider dynamically.</p> <p>The Test environment does not include it in the provider list. Please update the file to mirror Test as below:</p> <pre> security.provider.1=sun.security.provider.Sun security.provider.2=com.ibm.crypto.provider.IBMJCE security.provider.3=com.ibm.jsse.IBMJSSEProvider security.provider.4=com.ibm.security.cert.IBMCertPath security.provider.5=com.ibm.crypto.pkcs11.provider.IBMPKCS11 </pre>	Updated the java.security file to mirror the settings in the Test environment. The re-ordering of priority is allowing the Chat functionality work.	3-Normal	Closed_Resolved	12/3/2003	2



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
12/5/2003	FAFSA	Dev.	FAFSA DEV has a small util program to test the PIN API Web service. The call to the production site is unsuccessful with this error message: Error opening socket: java.net.UnknownHostException: pin.ed.gov. It appears that pin.ed.gov is not on hpa2's DNS table or hostfile. Request to add the hostname "pin.ed.gov" to the hostfile of hpa2.	Added the hostname "pin.ed.gov" to correspond to hpn13 (PIN production server) in the host file on hpa2.	3-Normal	Closed_Resolved	12/5/2003	1
11/21/2003	FAFSA	Stage	Deployed the latest FAFSA 8.0 Demo EAR file. Request to update the IHS plug in for new servlets.	Updated the plugin file in the ita50 environment and moved the file to the Web Server as requested.	2-High	Closed_Resolved	11/21/2003	1
11/21/2003	FAFSA	Stage	Request to add the DemoPin and DemoTempApp datasources to the stage environment. These should be the same as the datasources created in Dev for the FAFSA Demo application.	Added the DemoPin and DemoTempApp datasources to the ita50 FAFSA and PIN WAS configuration.	2-High	Closed_Resolved	11/21/2003	1



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
11/10/2003	FAFSA	Test	Need directory browsing turned on in Dev and Test for the following directories: /www/tst50/fotw/htdocs/fotw0405/help /www/tst50/fotw/htdocs/fotw0304/help /www/dev50/fotw/htdocs/fotw0405/help /www/dev50/fotw/htdocs/fotw0304/help	Turned on directory browsing in the IHS configuration file for the requested directories in the FAFSA dev and test environments.	3- Normal	Closed_Resolved	11/12/2003	1
11/3/2003	FP Portal	Test	Request to change the file permissions under the admin directory in the admin workarea of the FP branch. The permission should be changed from fpportal to fpadding. Or, please add the following users to be members of the fpadding: evchen indcxj indaxr indtxs indcyj	The admin workarea is restricted to members of the "fpadding" group to prevent content owners from modifying admin-level content. The permissions in this workarea should not be changed to "fpportal", so the users were added to the fpadding group.	3- Normal	Closed_Resolved	11/4/2003	1



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
11/26/2003	IFAP	Dev.	Please add the following deployment option to the ifap branch in Dev: HTMLDocs => deploy files from WORKAREA/HTMLDocs to[su35e2]/www/tst/ifap/htdocs/	Added deployment option for the ifap branch for HTDocs.	3- Normal	Closed_Resolved	12/1/2003	2
11/4/2003	IFAP	Test	Request to add the following users to the IFAPdev unix group: indcxj indaxr	Added the requested users to the ifapdev user group.	3- Normal	Closed_Resolved	11/4/2003	1



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
11/10/2003	IFAP	Test	<p>Please add/modify three more deployment options for the new ifap_dm branch:</p> <p>images => deploy files from DefaultManagement/images/ to ifap/htdocs/DefaultManagement/images/</p> <p>toolschool => deploy files from DefaultManagement/toolschool/ to ifap/htdocs/DefaultManagement/toolschool/</p> <p>faq => deploy files from DefaultManagement/faq/ to ifap/htdocs/DefaultManagement/faq/</p> <p>It'll be the same to have server options of development and production.</p>	Added the requested deployment options to the ifap_dm branch.	3-Normal	Closed_Resolved	11/10/2003	1



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
11/10/2003	IFAP	Test	Please add the following users into the ifapdm group in su35e1: mrojitm cmiller lnichol jhchak indcyj	Added users mrojitm, cmiller, and lnichol to the ifapdm group. Did not add users jhchak, indcyj as they already exist in ifapdm group.	3- Normal	Closed_Resolved	11/10/2003	1
11/24/2003	ITA	Dev.	Interwoven DCRs won't save when changes are added.	INDUS wasn't using the Visual Format Editor. ITA was unable to replicate problem. INDUS will use the VFE in the future.	3- Normal	Rejected	11/24/2003	1



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
11/12/2003	Pin Site	Dev. & Test	<p>Need to update the PIN IHS configuration for epin redirection in dev & test. Add the following directives under the Secure PIN virtual host (where a Redirect was defined for pinindex.htm):</p> <pre>RewriteEngine On RewriteCond %{QUERY_STRING} ^(.*)\$ RewriteRule ^/epin\$ /PINWebApp/PINServlet?state=710&% 1 [R,L]</pre> <p>This is for PIN emails that are sent out with links like: https://hostname/epin?pinkey=pG6myAZfAgbrForZu0ZLkIHbYuWRdmZXAUjiiinOB/HY</p> <p>Also update the web plugin on Dev & Test.</p>	<p>Added the requested directives to the PIN IHS configuration in Dev and Test on hpl3.</p> <p>Also updated the plugin file in both Dev and Test as requested.</p>	3-Normal	Closed_Resolved	11/12/2003	1
11/24/2003	Program Guidance	Dev.	Change permissions on the images directory under Program Guidance Branch to be accessible by matimm.	Updated the permissions to grant the requested user access to the images directory.	3-Normal	Closed_Resolved	11/24/2003	1



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/Target Date	Approx. Time Spent (hours)
11/3/2003	Students Portal	Dev.	Dev and Test environments are not available. An internal server error occurs when trying to access Student Aid on the web, Financial Partner Portal, IFAP and Schools Portal.	The /www file system was lost when su35e5 rebooted on Nov. 2, 2003. As a result, the Students Portal application could not start. Contacted CSC to restore the file system. Once the file system was restored, the application was able to start and became accessible. In addition, the /www file system was placed in SAN to prevent the problem from happening again.	3-Normal	Closed_Resolved	11/4/2003	3
11/3/2003	Students Portal	Dev.	Request for the latest version of RCS Persistence framework (with auto commit turned on).	Provided the new jar via email. Also, it is located on /opt/dev50/WebSphere/AppServer/lib/ITA on su35e5.	3-Normal	Closed_Rejected	11/3/2003	1
12/1/2003	Students Portal	Dev.	Please start Dev and Test WAS 3.5 Environments	Due to the monthly server reboot, the WAS 3.5 environments were shut down. Restarted the WAS 3.5 environments as requested.	3-Normal	Closed_Resolved	12/1/2003	1
11/25/2003	Students Portal	Test	Request to restart the Portals App Server in the WAS 3.5 test environment.	Restarted WAS 3.5 in the test environment as requested.	3-Normal	Closed_Resolved	11/25/2003	1

4.3 Outstanding Issues



Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
11/25/2003	FAFSA	Test	Currently URL-rewriting is not occurring in test, but it is working in the dev environment. Request to turn on URL-rewriting in test.	The ITA team is investigating the Dev environment to determine how URL-rewriting is working. The ITA team will then apply the same settings to the Test environment.	3-Normal	Open	12/16/2003	2
12/3/2003	XML Registry	Dev. & Test	Please configure the Web Server to catch and display our error content for the following errors: 400, 401, 402, 403, 404, 500 and any others that ITA suggests. This needs to be done for all three of our environments dev50, tst50, and ita50.	The XML Registry mostly uses dynamic content that sits on the Application Server. The ITA team is researching how to connect an error page from the Web Server to the EAR file on the Application Server.	3-Normal	Open	12/16/2003	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 updates and information regarding the RCS components maintained in Release 4.0.

- Updated the RCS Email jar file for compatibility with J2EE 1.3 and WebSphere Application Server v5.0.
- The RCS Framework now consists of the following jar files:

StartupRcs.jar
rcs.email.5.0.jar
rcs.exception.5.0.jar
rcs.logging.5.0.jar
rcs.persistence.5.0.jar
rcs.search.5.0.jar

- In addition, the RCS jar files utilize the following third party Jar files:

commons-httpclient-2.0-beta1.jar
commons-logging-api.jar
commons-logging.jar
jakarta-oro-2.0.5.jar
protomatter-1.1.8.jar