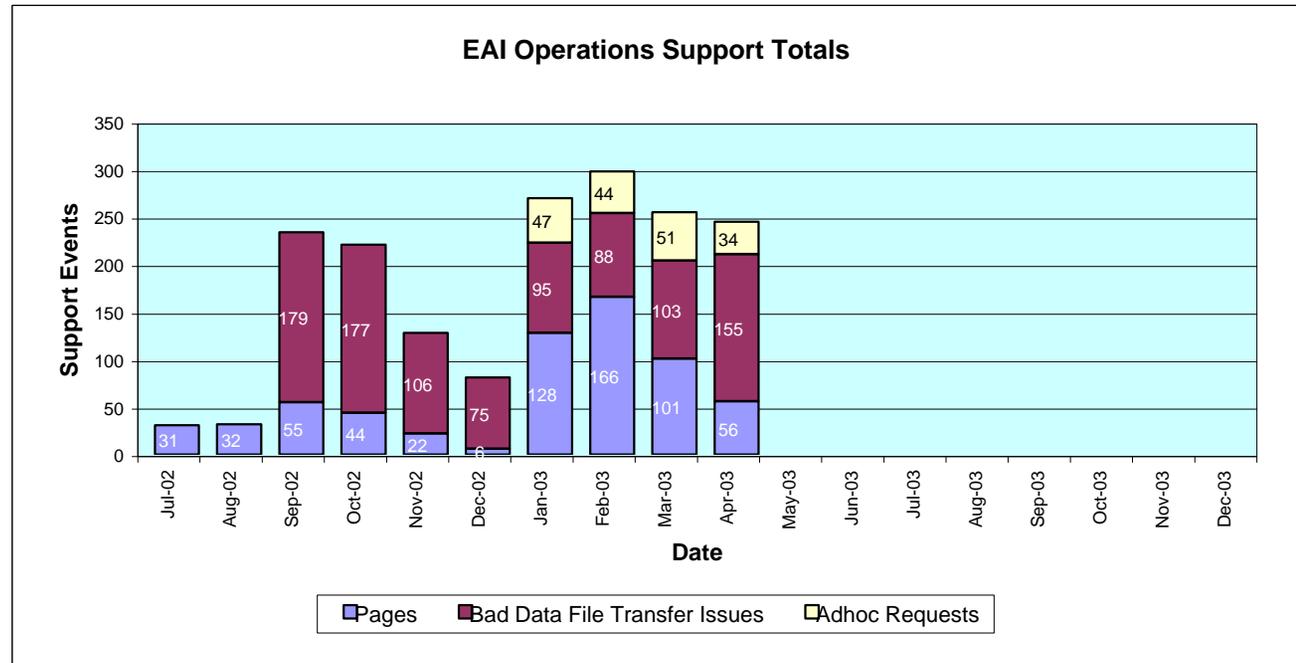


EAI Operations Support Summary - April 2003

	Pages	Bad Data File Transfer Issues	Adhoc Requests	Total
Jul-02	31			31
Aug-02	32			32
Sep-02	55	179		234
Oct-02	44	177		221
Nov-02	22	106		128
Dec-02	6	75		81
Jan-03	128	95	47	270
Feb-03	166	88	44	298
Mar-03	101	103	51	255
Apr-03	56	155	34	245
May-03				
Jun-03				
Jul-03				
Aug-03				
Sep-03				
Oct-03				
Nov-03				
Dec-03				

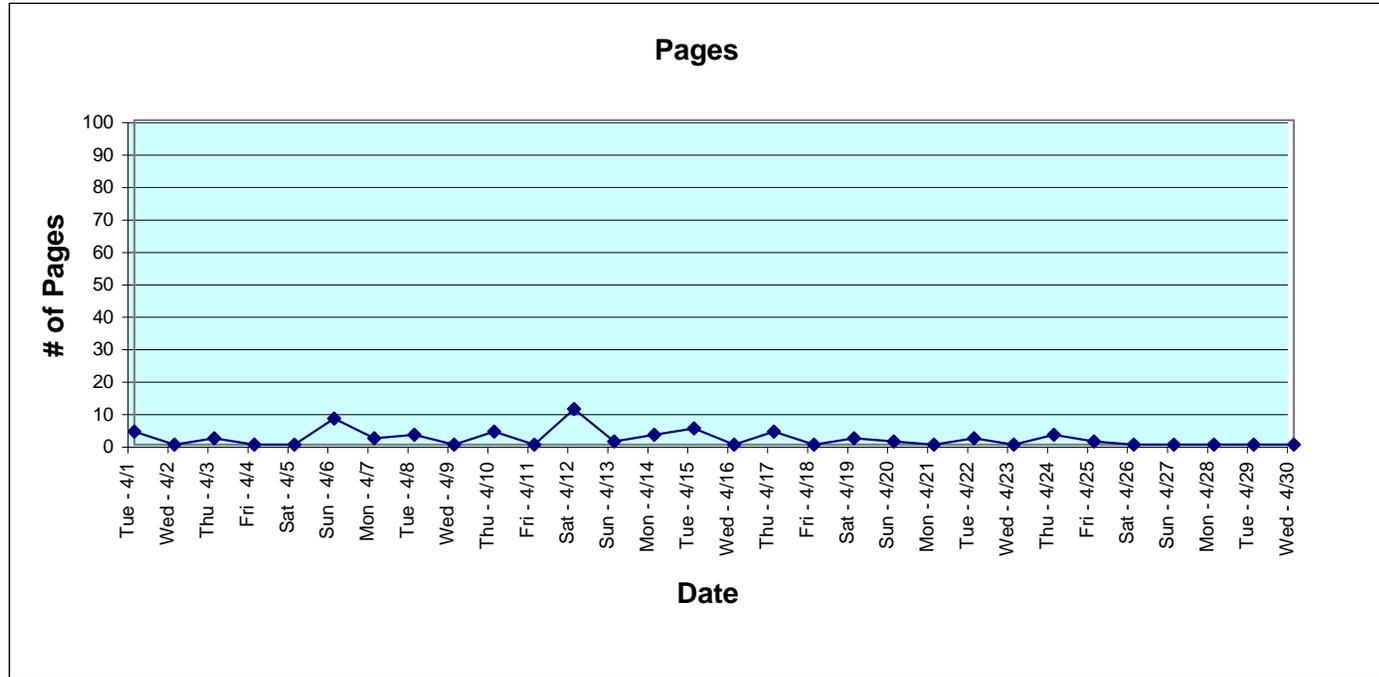


Support Pages (Normal vs. After hours)

Normal Working Hours (9AM - 6PM)	26	46%
After Hours	30	54%
Weekday	7	
Weekend	23	
	56	100%

EAI Operations Support Summary - April 2003
Support Pages

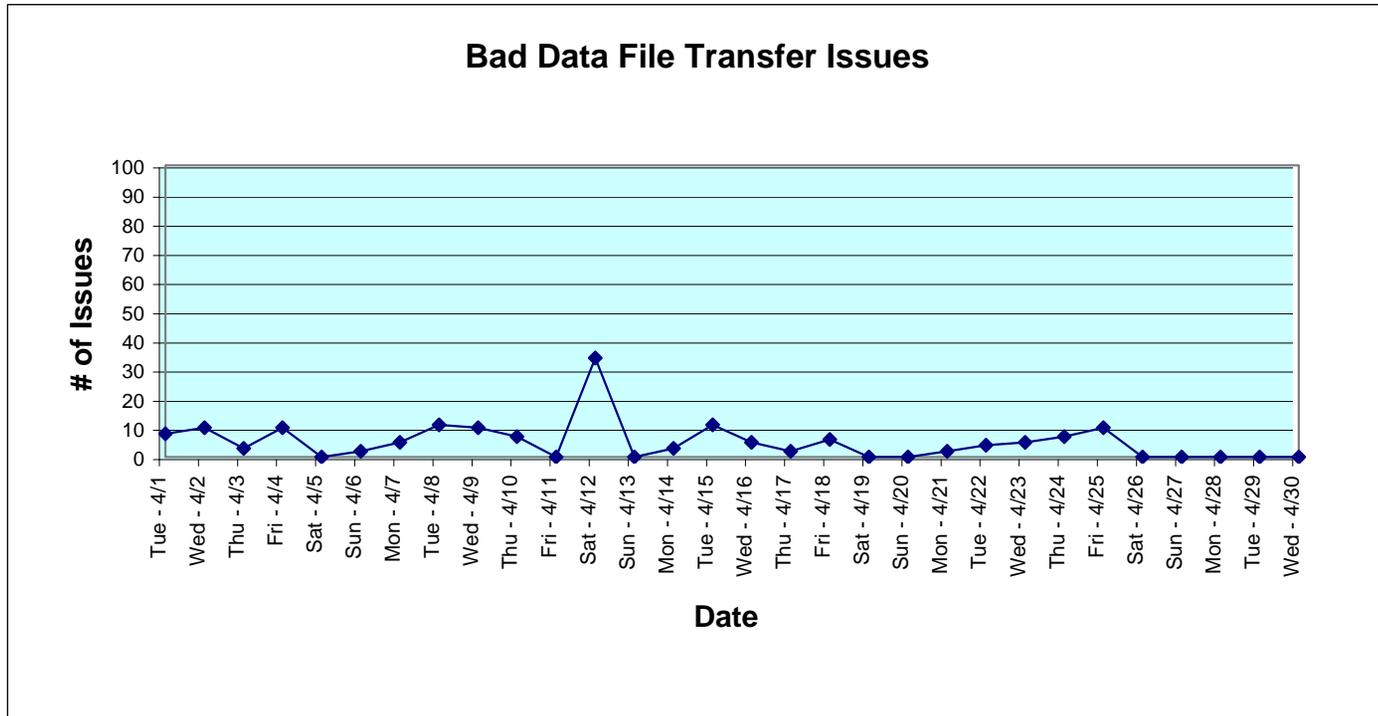
Apr-03	
04/01/03	4
04/02/03	0
04/03/03	2
04/04/03	0
04/05/03	0
04/06/03	8
04/07/03	2
04/08/03	3
04/09/03	0
04/10/03	4
04/11/03	0
04/12/03	11
04/13/03	1
04/14/03	3
04/15/03	5
04/16/03	0
04/17/03	4
04/18/03	0
04/19/03	2
04/20/03	1
04/21/03	0
04/22/03	2
04/23/03	0
04/24/03	3
04/25/03	1
04/26/03	0
04/27/03	0
04/28/03	0
04/29/03	0
04/30/03	0
56	



Count of QMgr	Error								
	SERVICE LEVEL EXCEEDED	STALLED XMITQ		FAFSAT2 MONITOR NOT REPORTING	QMGR DOES NOT EXIST	UP - QMGR NOT RUNNING	EAI P1 MONITOR NOT REPORTING	Grand Total	
QMGr									
CPP1	2	5						7	13%
EAI P1	11		5				1	17	30%
EAI P2	11		2					13	23%
FAFSAP1		1						1	2%
FAFSAP2		1						1	2%
FAFSAP3		1			2	1		4	7%
FMSP1	1							1	2%
WASP1	2							2	4%
FAFSAP8		2						2	4%
CPT1		2						2	4%
FAFSAT2		1		2				3	5%
LOWP1	2							2	4%
SAIGP1			1					1	2%
Grand Total	29	13	8	2	2	1	1	56	100%
	52%	23%	14%	4%	4%	2%	2%	100%	

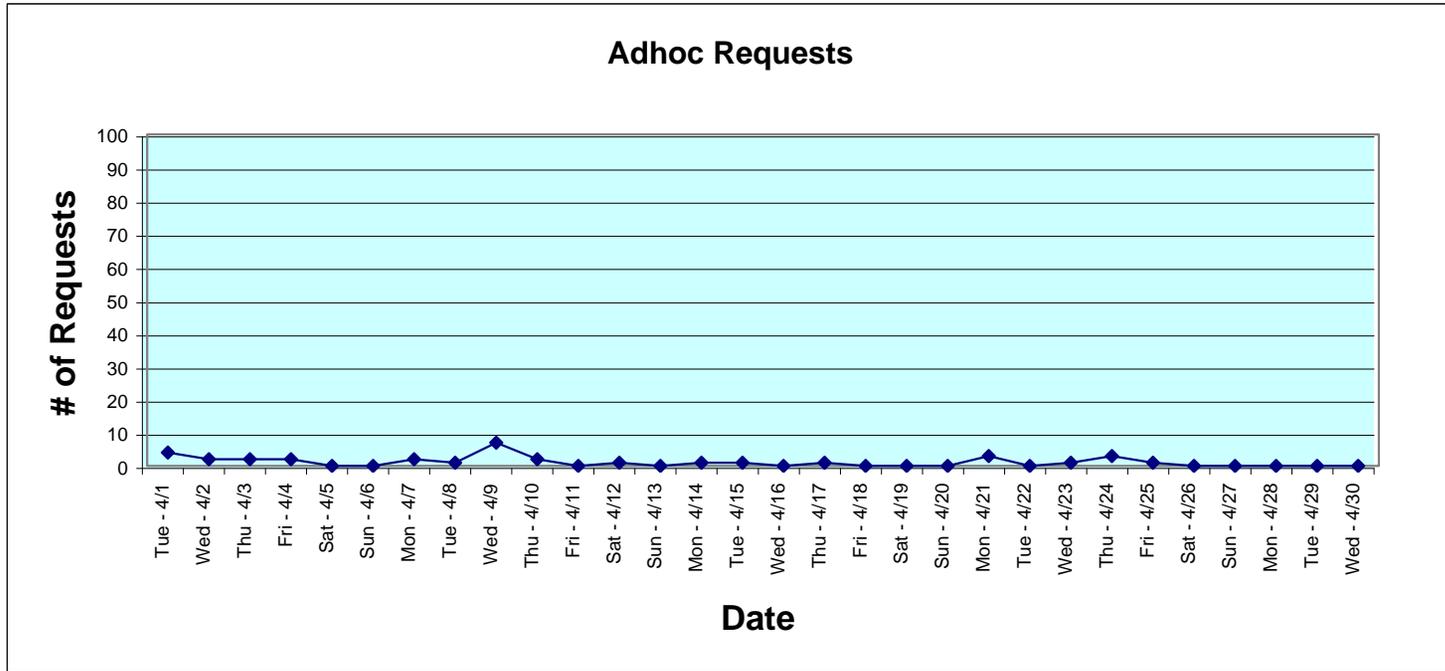
EAI Operations Support - April 2003
File Transfer Failures

Apr-03	
04/01/03	8
04/02/03	10
04/03/03	3
04/04/03	10
04/05/03	0
04/06/03	2
04/07/03	5
04/08/03	11
04/09/03	10
04/10/03	7
04/11/03	0
04/12/03	34
04/13/03	0
04/14/03	3
04/15/03	11
04/16/03	5
04/17/03	2
04/18/03	6
04/19/03	0
04/20/03	0
04/21/03	2
04/22/03	4
04/23/03	5
04/24/03	7
04/25/03	10
04/26/03	0
04/27/03	0
04/28/03	0
04/29/03	0
04/30/03	0
	155



EAI Operations Support - April 2003
Adhoc Requests

Apr-03	
04/01/03	4
04/02/03	2
04/03/03	2
04/04/03	2
04/05/03	0
04/06/03	0
04/07/03	2
04/08/03	1
04/09/03	7
04/10/03	2
04/11/03	0
04/12/03	1
04/13/03	0
04/14/03	1
04/15/03	1
04/16/03	0
04/17/03	1
04/18/03	0
04/19/03	0
04/20/03	0
04/21/03	3
04/22/03	0
04/23/03	1
04/24/03	3
04/25/03	1
04/26/03	0
04/27/03	0
04/28/03	0
04/29/03	0
04/30/03	0
	34



EAI Operations Support - April 2003
Adhoc Requests

Count of Issue/Request Date	
Issue/Request Date	Total
03/03/03	3
03/04/03	4
03/05/03	5
03/06/03	1
03/07/03	3
03/08/03	1
03/10/03	3
03/11/03	1
03/12/03	2
03/13/03	3
03/14/03	3
03/17/03	2
03/18/03	1
03/19/03	4
03/21/03	3
03/24/03	2
03/25/03	1
03/27/03	2
03/28/03	2
03/31/03	5
Grand Total	51

Count of Issue/Request Input Type	
Issue/Request Input Type	Total
Email	46
Phone Call	4
Change Request	1
Grand Total	51

Count of Issue/Request Category	
Issue/Request Category	Total
Break/Fix	7
Inquiry	37
Other	7
Grand Total	51

Count of Application / Interface	Envnt				
Application / Interface	Prod	Other	UAT	IST	Grand Total
COD/SAIG	41				41
FAFSA / Demo Prod		2			2
COD R2.0 / Xform			4	1	5
FAFSA	1				1
DLSS	1				1
LOWeb	1				1
Grand Total	44	2	4	1	51

Issue/Request Date	Issue/Request Input Type	Issue/Request Category	Application / Interface	Envt	Priority	Term	Requestor	Tech Arch Responsible	Issue/Request Description	~Close Date	Issue/Request Actions Taken/Resolution	Closed Date	Approximate Time Spent (hours)	CR Num (if applicable)
04/01/03	Email	Other	COD/SAIG	Prod	Medium		Traci Meadows	Bon Ku	Resend post BUS response for batch id #D200301409920030325153242		Resend post BUS response file (.xml.xf).	04/01/03		
04/01/03	Email	Inquiry	COD/SAIG	Prod	Medium		Traci Meadows	Bon Ku	Research batch id B3G0340620020913004136		Search /export/data/mqm & /export/data/mqm/saig/proc file systems on hpl16. Search SAIG portal.	04/01/03		
04/01/03	Email	Inquiry	COD/SAIG	Prod	Medium		Crystal Carter	Bon Ku	Research batch ids #D3G0294220030227171013, #D200300217420030328174545, #O200300217420030329104417, & #H3G0743620030326095945		Search /export/data/mqm & /export/data/mqm/saig/proc file systems on hpl16. Search SAIG portal.	04/01/03		
04/01/03	Phone Call	Break/Fix	COD/SAIG	Prod	High		Naresh Eswaran	Bon Ku	Dataset problem on TSYS side		Resend 130 PGDR03IN and 30 PGOR03IN files to COD.	04/02/03		
04/02/03	Email	Inquiry	COD/SAIG	Prod	Medium		Crystal Carter	Bon Ku	Research batch id #D3G0182720030401084217		Search /export/data/mqm & /export/data/mqm/saig/proc file systems on hpl16. Search SAIG portal.	04/02/03		
04/02/03	Email	Inquiry	COD/SAIG	Prod	Medium		Crystal Carter	Bon Ku	Research batch id #D3G0182720030401084217		Search /export/data/mqm & /export/data/mqm/saig/proc file systems on hpl16. Search SAIG portal.	04/02/03		
04/03/03	Email	Inquiry	COD/SAIG	Prod	Medium		Traci Meadows	Bon Ku	Research batch ids #O200300234320020715102420 & #D3G1013020030326130528		Search /export/data/mqm & /export/data/mqm/saig/proc file systems on hpl16. Search SAIG portal.	04/03/03		
04/03/03	Email	Inquiry	COD/SAIG	Prod	Medium		Crystal Carter	Bon Ku	Research batch id #D200300479820030331162116		Search /export/data/mqm & /export/data/mqm/saig/proc file systems on hpl16. Search SAIG portal.	04/03/03		

Issue/Request Date	Issue/Request Input Type	Issue/Request Category	Application / Interface	Envt	Priority	Term	Requestor	Tech Arch Responsible	Issue/Request Description	~Close Date	Issue/Request Actions Taken/Resolution	Closed Date	Approximate Time Spent (hours)	CR Num (if applicable)
04/04/03	Email	Inquiry	COD/SAIG	Prod	Medium		Traci Meadows	Bon Ku	Research batch ids #O2003003626200 30320080647, A3G022782002072 6232454, & A3G022782002090 9150528		Search /export/data/mqm & /export/data/mqm/saig/proc file systems on hpl16. Search SAIG portal.	04/04/03		
04/04/03	Email	Other	COD/SAIG	Prod	Medium		Traci Meadows	Bon Ku	Resend post BUS response for batch id #O2003003626200 30320080647		Resend post BUS response file (.xml.xf).	04/04/03		
04/07/03	Email	Inquiry	COD/SAIG	Prod	Medium		Traci Meadows	Bon Ku	Research batch ids #E3G01448200303 27100615 & #D3G01020200208 19162129		Search /export/data/mqm & /export/data/mqm/saig/proc file systems on hpl16. Search SAIG portal.	04/07/03		
04/07/03	Email	Other	COD/SAIG	Prod	Medium		Traci Meadows	Bon Ku	Resend post BUS response for batch id #E3G01448200303 27100615		Resend post BUS response file (.xml.xf).	04/07/03		
04/08/03	Email	Inquiry	COD/SAIG	Prod	Medium		Crystal Carter	Bon Ku	Research batch id #D20030025602003 0331100326		Search /export/data/mqm & /export/data/mqm/saig/proc file systems on hpl16. Search SAIG portal.	04/08/03		
04/09/03	Email	Inquiry	COD/SAIG	Prod	Medium		Traci Meadows	Bon Ku	Research batch id #D20030170402003 0404102344		Search /export/data/mqm & /export/data/mqm/saig/proc file systems on hpl16. Search SAIG portal.	04/09/03		
04/09/03	Email	Inquiry	COD/SAIG	Prod	Medium		Tammy Martin	Bon Ku	Research batch id #E3G01166200303 25132054		Search /export/data/mqm & /export/data/mqm/saig/proc file systems on hpl16. Search SAIG portal.	04/09/03		
04/09/03	Email	Inquiry	COD/SAIG	Prod	Medium		Crystal Carter	Bon Ku	Research school input file for batch id PF3G09451200303 04125039		Open input file and determine reason for failure.	04/09/03		

Issue/Request Date	Issue/Request Input Type	Issue/Request Category	Application / Interface	Envt	Priority	Term	Requestor	Tech Arch Responsible	Issue/Request Description	~Close Date	Issue/Request Actions Taken/Resolution	Closed Date	Approximate Time Spent (hours)	CR Num (if applicable)
04/09/03	Email	Other	COD/SAIG	Prod	Medium		Tammy Martin	Bon Ku	Resend school input file for batch id #E3G0116620030325132054		Resend DESC03IN file to COD.	04/09/03		
04/09/03	Email	Other	COD/SAIG	Prod	Medium		Traci Meadows	Bon Ku	Resend post BUS response for batch id #D200301704020030404102344		Resend post BUS response file (.xml.xf).	04/09/03		
04/09/03	Email	Other	COD/SAIG	Prod	Medium		Traci Meadows	Bon Ku	Resend school input file for batch id #H3E0080120030408084417		Resend DESD03IN file to COD.	04/09/03		
04/09/03	Email	Inquiry	COD/SAIG	Prod	Medium		Traci Meadows	Bon Ku	Research batch id A3G2244920021003151703		Search /export/data/mqm & /export/data/mqm/saig/proc file systems on hpl16. Search SAIG portal.	04/09/03		

Issue/Request Date	Issue/Request Input Type	Issue/Request Category	Application / Interface	Envt	Priority	Term	Requestor	Tech Arch Responsible	Issue/Request Description	~Close Date	Issue/Request Actions Taken/Resolution	Closed Date	Approximate Time Spent (hours)	CR Num (if applicable)
04/10/03	IM	Break/Fix	LaRS/FMS	Prod	Medium		Rahul Pandhi	Brian Whisnant	<p>rpanthi (10:21:27 AM): there is some problem occurring iwth the LARS File Transfer for some reason</p> <p>rpanthi (10:21:37 AM): i think that we aren't transferring the files properly</p> <p>rpanthi (10:21:45 AM): can you check the logs for the last couple of days?</p> <p>rpanthi (10:22:01 AM): it seems as though only 1 file is getting passed through each day</p> <p>rpanthi (10:22:07 AM): but multiple files are being sent</p>		Checked the SAIG log for the LaRS interface, which showed that the transfer script was being called (properly) to send each file to FMS. Then checked the Data Integrator logs, which showed 16 files being sent on April 9 (the day before) to FMS. This is the same number received by SAIG. Sent this info to Rahul, who was going to investigate on their side.	04/10/03		
04/10/03	Email	Inquiry	COD/SAIG	Prod	Medium		Crystal Carter	Bon Ku	Research batch id #D20030031612003 0408100256		Search /export/data/mqm & /export/data/mqm/saig/proc file systems on hpl16. Search SAIG portal.	04/10/03		
04/12/03	Phone Call	Other	COD/SAIG	Prod	Medium		Naresh Eswaran	Bon Ku	TSYS problem		Resend 27 PGDR03IN files to COD.	04/15/03		

Issue/Request Date	Issue/Request Input Type	Issue/Request Category	Application / Interface	Envt	Priority	Term	Requestor	Tech Arch Responsible	Issue/Request Description	~Close Date	Issue/Request Actions Taken/Resolution	Closed Date	Approximate Time Spent (hours)	CR Num (if applicable)
04/14/03	Phone Call - ?	Break/Fix	COD/SAIG	Prod	Critical		Larry Knox/Jeff Ross	Theresa Pak	The Batch Trailer for DLP and DLO files did not have enough filler spaces. The length of the Batch Header and Trailer should be the same length as the data records.		The x_dl_subunOrig_ack_0203.xml, x_dl_subunOrig_ack_0304.xml, x_dl_plusOrig_ack_0203.xml, x_dl_plusOrig_ack_0304.xml were modified to have the same length as the data lines. x_dl_change_ack_0203.xml, and x_dl_change_ack_0304.xml were modified because the <End> position was incorrect for the Batch Trailer but the transformation files associated with DL Change were not affected. This was only modified for consistency. The affected files were resubmitted on 4/15.	04/15/03		

Issue/Request Date	Issue/Request Input Type	Issue/Request Category	Application / Interface	Envt	Priority	Term	Requestor	Tech Arch Responsible	Issue/Request Description	~Close Date	Issue/Request Actions Taken/Resolution	Closed Date	Approximate Time Spent (hours)	CR Num (if applicable)
04/15/03	Phone Call	Inquiry	COD/SAIG	Prod	Critical		Stephanie Whitley	Theresa Pak	<p>Result of 2.0 - Schools records are rejecting incorrectly for Edit 996 (Invalid Value) for the Pnote Print Indicator field. The Schools are entering value of "O" which means "School or it's Delegate Prints & Sends". This is the way they are set up in COD, so the records should not be rejecting. Also, per confirmation with Sandi Sanders at CPS "O" is a valid field for 02/03 submissions.</p>		<p>Stephanie,</p> <p>I believe this is a COD issue.</p> <p>The description states: "Schools records are rejecting incorrectly for Edit 996 (Invalid Value) for the Pnote Print Indicator field. The Schools are entering value of "O" which means "School or it's Delegate Prints & Sends". This is the way they are set up in COD, so the records should not be rejecting. Also, per confirmation with Sandi Sanders at CPS "O" is a valid field for 02/03 submissions."</p> <p>The BUS does not validate the PNote Print Indicator field. We translate the COD Edit codes from the Acknowledgement recieved from COD to Legacy edit codes for the Legacy files.</p> <p>This is what is in the input files: <EditProcessResult></p>	04/15/03		

Issue/Request Date	Issue/Request Input Type	Issue/Request Category	Application / Interface	Envt	Priority	Term	Requestor	Tech Arch Responsible	Issue/Request Description	~Close Date	Issue/Request Actions Taken/Resolution	Closed Date	Approximate Time Spent (hours)	CR Num (if applicable)
04/17/03	Email	Inquiry	COD/SAIG	Prod	Medium		Naresh Eswaran	Theresa Pak	Receiving a transformation error on the RFMS Process Date		The newest schema dictates that this be <ProcessDate>, and this is the tag that the Transformation code is looking for to populate this information. Since it cannot find this tag, it can not find the value, therefore thevalue is null and the expected error occurs.	04/17/03		
04/21/03	Email	Inquiry	COD/SAIG	Prod	Medium		Naresh Eswaran	Theresa Pak	Receiving a transformation error on the Created Date Time		The newest schema dictates that this be <CreatedDateTime>, and this is the tag that the Transformation code is looking for to populate this information. Since it cannot find this tag, it can not find the value, therefore thevalue is null and the expected error occurs.	04/21/03		
04/21/03	Email	Inquiry	COD/SAIG	Prod	Medium		Crystal Carter	Brian Whisnant	Can you please forward me the BUS post response for the following batch id that was sent to the school mailbox on 4/7? Thanks 20030407A00020094595 TG50712					

Issue/Request Date	Issue/Request Input Type	Issue/Request Category	Application / Interface	Envt	Priority	Term	Requestor	Tech Arch Responsible	Issue/Request Description	~Close Date	Issue/Request Actions Taken/Resolution	Closed Date	Approximate Time Spent (hours)	CR Num (if applicable)
04/21/03	Email	Inquiry	COD/SAIG	Prod	Medium		Crystal Carter	Brian Whisnant	Can you please verify if the following batch was received from the school? Thanks #D3G01275200303 26040755 TG50553					
04/23/03	Email	Inquiry	COD/SAIG	Prod	Medium		Deena Nichols	Brian Whisnant	where some of the correspondence letters are printing with garbage in the address fields. I've looked at the incoming record and confirmed that the information is being submitted to TSYS this way. I have contacted Customer Service and they are in the process of calling the school to determine how they are inputting the data. Will you look into this and determine if the bus could be translating the information wrong? The doc id is #D3G2605520030402133201. See the screen shots of the example below. Address line 1 is appearing as 970 CARLYLEWAY		Not an EAI issue	04/23/03		

Issue/Request Date	Issue/Request Input Type	Issue/Request Category	Application / Interface	Envt	Priority	Term	Requestor	Tech Arch Responsible	Issue/Request Description	~Close Date	Issue/Request Actions Taken/Resolution	Closed Date	Approximate Time Spent (hours)	CR Num (if applicable)	
04/24/03	Email	Inquiry	COD/SAIG	Prod	Medium		Andrenette Moore	Theresa Pak	Could you please send me the input file for 2003-04-21T21:12:37.0103047252		Sent input file	04/29/03			
04/24/03	Email	Inquiry	COD/SAIG	Prod	Medium		Larry Knox	Theresa Pak	Philander Smith College called stating that they are still receiving the invalid file length error on the following batches. Can you please have corrected acknowledgements sent to the school? Thanks PF3G0110320030414082022 #D3G0110320030411080105		PF3G0110320030414082022-DLP.20030414093154.1050327114428.xml.20030415165818.1050440298720.xml.xf The transformed file has the correct file length. Sent to the school on Tue Apr 15 21:00:08 GMT 2003 #D3G0110320030411080105-DLO.20030413142639.1050258399814.xml.20030415161823.1050437903789.xml.xf The transformed file has the correct file length. Sent to the school on Tue Apr 15 20:20:09 GMT 2003		04/29/03		

