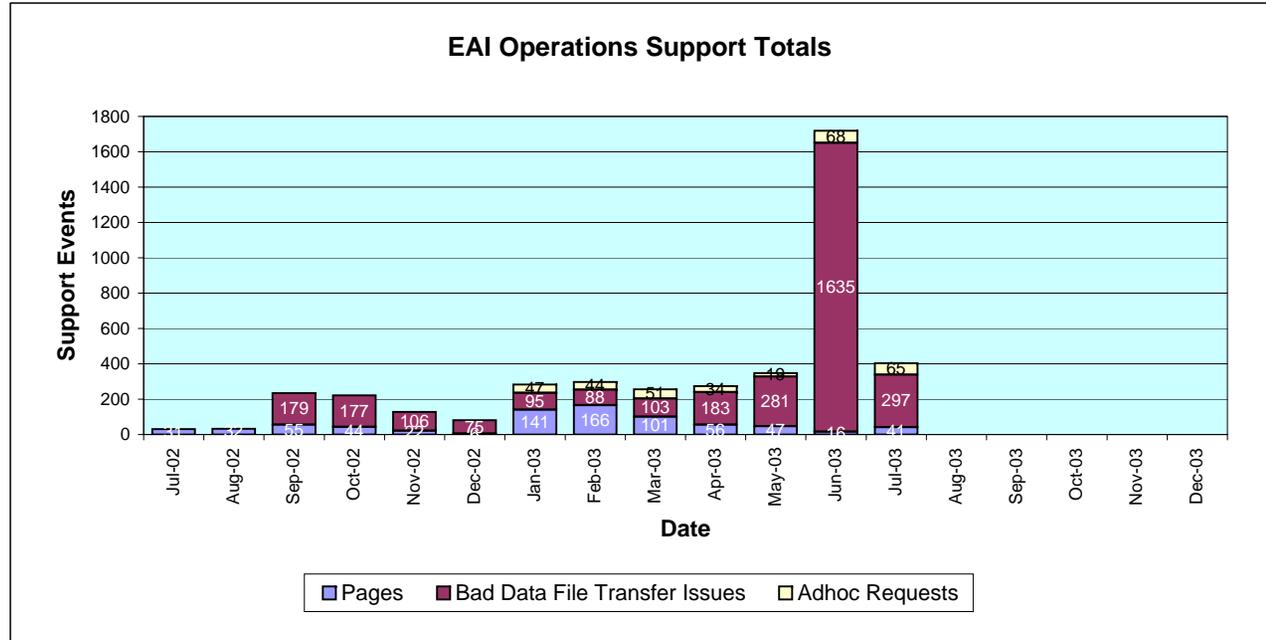


EAI Operations Support Summary - July 2003

	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	141	95	47	283
Feb-03	166	88	44	298
Mar-03	101	103	51	255
Apr-03	56	183	34	273
May-03	47	281	19	347
Jun-03	16	1635	68	1719
Jul-03	41	297	65	403
Aug-03				
Sep-03				
Oct-03				
Nov-03				
Dec-03				



Support Pages (Normal vs. After hours)

Normal Working Hours (9AM - 6PM)	14	34%
After Hours	27	66%
Weekday	18	
Weekend	9	
	<u>41</u>	<u>100%</u>

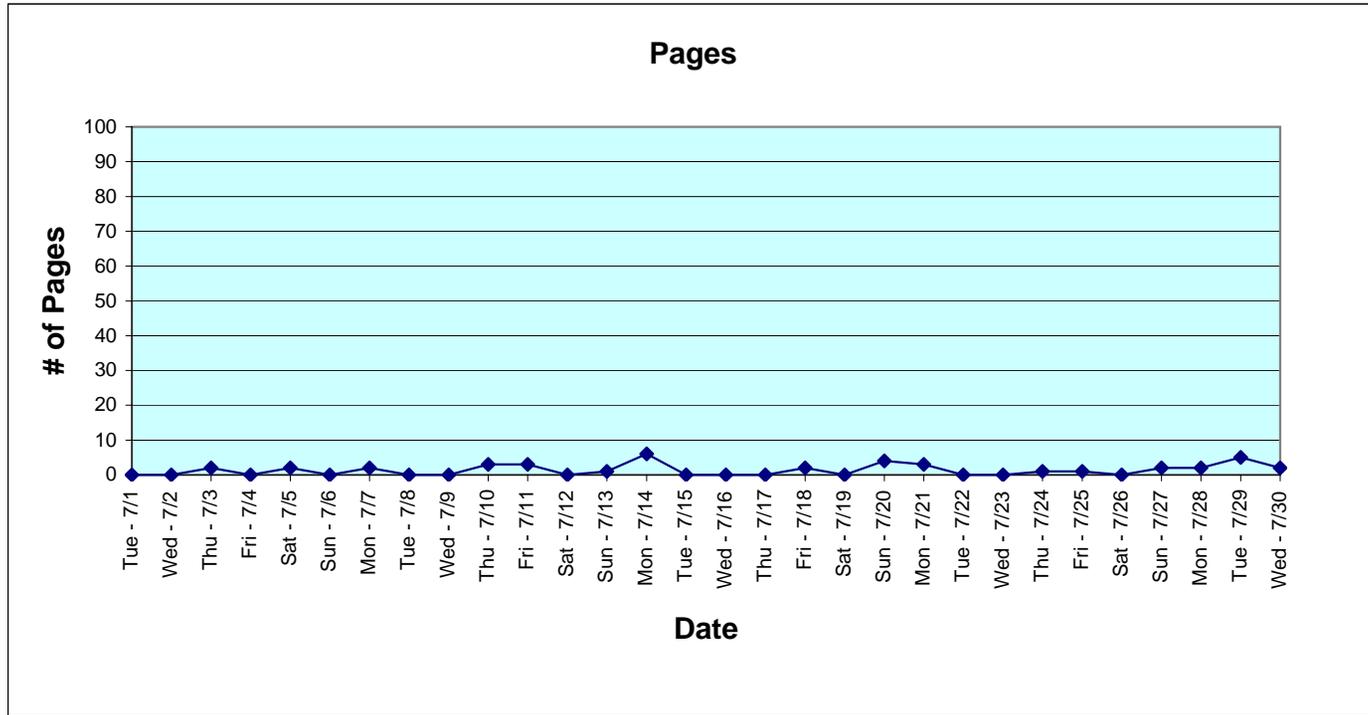
Support Events Escalated to EAI Team

MQMON Pages	4
Other	0
	<u>4</u>

EAI Tier I support was transitioned to the VDC AIS group. MQMON was changed to page out the AIS group for all MQMON alerts. The AIS will escalate issues to the the EAI team. This metric report is inclusive of all MQMON alerts to demostrate the stability of the EAI architecture and to provide insights into recurring issues.

EAI Operations Support Summary - July 2003
Support Pages

Jul-03	
07/01/03	0
07/02/03	0
07/03/03	2
07/04/03	0
07/05/03	2
07/06/03	0
07/07/03	2
07/08/03	0
07/09/03	0
07/10/03	3
07/11/03	3
07/12/03	0
07/13/03	1
07/14/03	6
07/15/03	0
07/16/03	0
07/17/03	0
07/18/03	2
07/19/03	0
07/20/03	4
07/21/03	3
07/22/03	0
07/23/03	0
07/24/03	1
07/25/03	1
07/26/03	0
07/27/03	2
07/28/03	2
07/29/03	5
07/30/03	2
07/31/03	0
41	



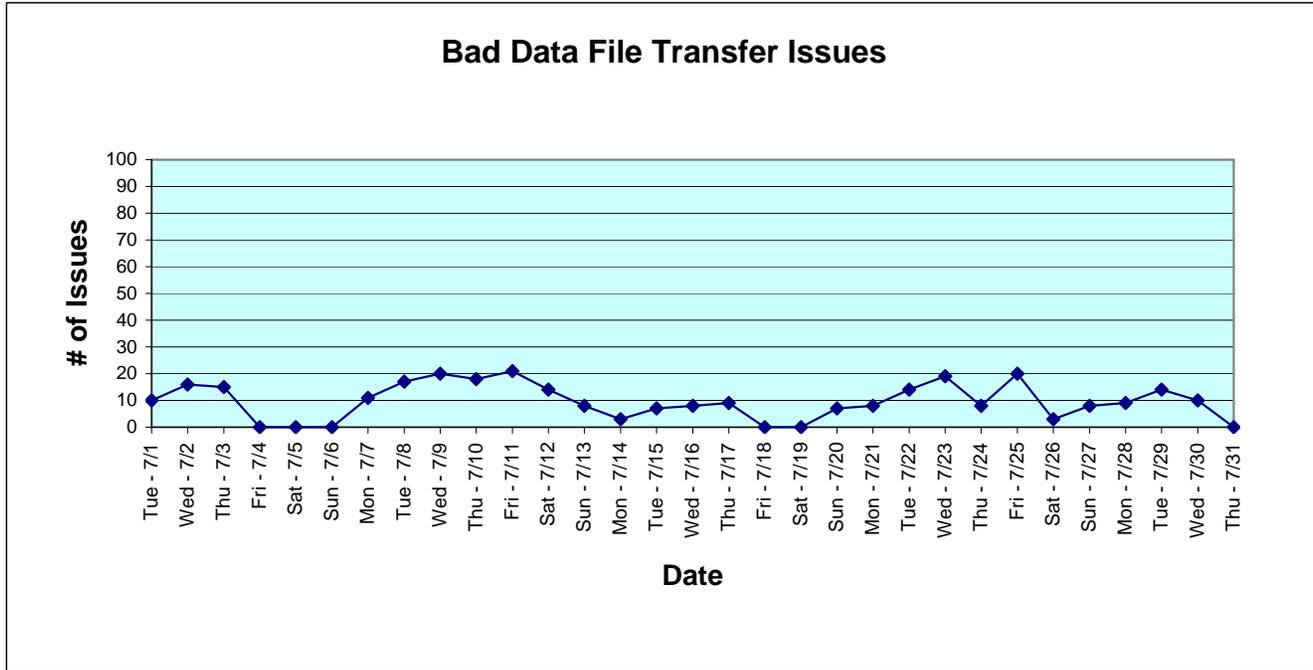
EAI Operations Support Summary - July 2003
Support Page Analysis

Count of QMgr	Queue																		
QMGr	DI.STATUS	EAI.FMS.FINNONFIN.RESPONSE	EAI.P1	EAIPOOL	FTFRCV.CONTROL	mqmonf	SYSTEM.CLUSTER.TRANSMIT.QUEUE	FARSP1.FTFRCV.CONTROL	FTFSTAT.DETAIL	FMS.BACKOUT	FTFSTAT.CONTROL	PD0Q	PD0Q.B	ECBSP2.B	EAI.P2.B	EAI.P2	Grand Total	Percentage	
CPP1							3										3	7%	
CPT1							4										4	10%	
EAI.P1	1							3		2	1	1					8	20%	
EAI.P2		1			1	1		1						2			7	17%	
ECBSP2			1			1								1			3	7%	
FMSP1				2					1					1			4	10%	
LOWP1						1											1	2%	
NPP1						4											4	10%	
SAIGP1				4				1							1		6	15%	
WASP2						1											1	2%	
Grand Total	1	1	1	6	1	8	7	1	4	1	2	2	1	2	2	1	41	100%	
Percentage	2%	2%	2%	15%	2%	20%	17%	2%	10%	2%	5%	5%	2%	5%	5%	2%	100%		

Count of QMgr	Error																		
QMGr	SERVICE LEVEL EXCEEDED	QUEUE DEPTH HIGH	NPP1 MONITOR NOT REPORTING	STALLED XMITQ	UP - QMGR NOT RUNNING	WASP2 MONITOR NOT REPORTING	ECBSP2 MONITOR NOT REPORTING	EAI.P2 MONITOR NOT REPORTING	Grand Total	Percentage									
CPP1				3					3	7%									
EAI.P1	5	1		2					8	20%									
EAI.P2	3			3			1		7	17%									
FMSP1	3			1					4	10%									
NPP1			4						4	10%									
CPT1				4					4	10%									
LOWP1					1				1	2%									
SAIGP1	4	1		1					6	15%									
WASP2						1			1	2%									
ECBSP2				2			1		3	7%									
Grand Total	15	2	4	16	1	1	1	1	41	100%									
Percentage	37%	5%	10%	39%	2%	2%	2%	2%	100%										

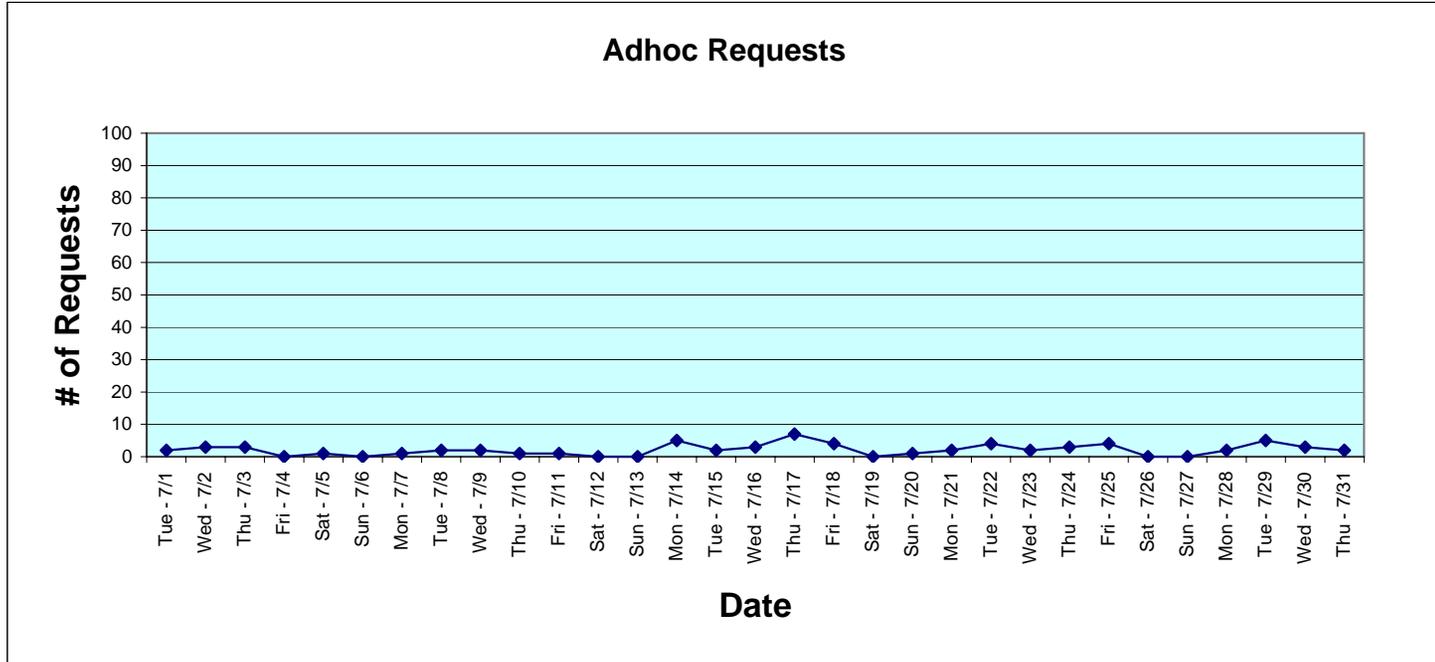
EAI Operations Support - July 2003
 Bad Data File Transfer Issues

Jul-03	
07/01/03	10
07/02/03	16
07/03/03	15
07/04/03	0
07/05/03	0
07/06/03	0
07/07/03	11
07/08/03	17
07/09/03	20
07/10/03	18
07/11/03	21
07/12/03	14
07/13/03	8
07/14/03	3
07/15/03	7
07/16/03	8
07/17/03	9
07/18/03	0
07/19/03	0
07/20/03	7
07/21/03	8
07/22/03	14
07/23/03	19
07/24/03	8
07/25/03	20
07/26/03	3
07/27/03	8
07/28/03	9
07/29/03	14
07/30/03	10
07/31/03	0
	297



EAI Operations Support Summary - July 2003
Adhoc Requests

Jul-03	
07/01/03	2
07/02/03	3
07/03/03	3
07/04/03	0
07/05/03	1
07/06/03	0
07/07/03	1
07/08/03	2
07/09/03	2
07/10/03	1
07/11/03	1
07/12/03	0
07/13/03	0
07/14/03	5
07/15/03	2
07/16/03	3
07/17/03	7
07/18/03	4
07/19/03	0
07/20/03	1
07/21/03	2
07/22/03	4
07/23/03	2
07/24/03	3
07/25/03	4
07/26/03	0
07/27/03	0
07/28/03	2
07/29/03	5
07/30/03	3
07/31/03	2
	65



Count of	Input Type	Total
Issue/Request	Input Type	
	Email	60
	Instant Message	1
	Page	4
	Grand Total	65

Count of	Evt		
	Prod	ST	IST
Application / Interface			
COD/SAIG	58	1	1
CM/FPDM	1		
SAIG/FMS	1		
FMS	1		
BUS	1		
COD	1		
Grand Total	63	1	1

Count of Issue/Request	Category	Total
Issue/Request	Category	
	Inquiry	61
	Tier II	4
	Grand Total	65

Date	Date Time	Weekday	Hour Number	Count	Host
7/3/2003	7/3/2003 6:40:32 AM	5	6	1	SU35E3
7/3/2003	7/3/2003 1:21:31 PM	5	13	1	HPL-16
7/5/2003	7/5/2003 8:40:31 AM	7	8	1	HPL-16
7/5/2003	7/5/2003 10:30:31 AM	7	10	1	SU35E3
7/7/2003	7/7/2003 7:00:31 AM	2	7	1	HPL-16
7/7/2003	7/7/2003 10:40:31 AM	2	10	1	HPL-16
7/10/2003	7/10/2003 7:40:31 AM	5	7	1	HPL-16
7/10/2003	7/10/2003 7:45:31 PM	5	19	1	NSLP
7/10/2003	7/10/2003 10:06:31 PM	5	22	1	NSLP
7/11/2003	7/11/2003 6:00:31 PM	6	18	1	SU35E14I
7/11/2003	7/11/2003 9:15:31 PM	6	21	1	NSLP
7/11/2003	7/11/2003 11:26:32 PM	6	23	1	NSLP
7/13/2003	7/13/2003 12:00:32 PM	1	12	1	CPSP
7/14/2003	7/14/2003 9:00:31 AM	2	9	1	CPSP
7/14/2003	7/14/2003 1:10:32 PM	2	13	1	HP-V2
7/14/2003	7/14/2003 5:20:31 PM	2	17	1	CPSP
7/14/2003	7/14/2003 6:10:33 PM	2	18	1	HP-V2
7/14/2003	7/14/2003 6:20:31 PM	2	18	1	CPSP
7/14/2003	7/14/2003 10:36:31 PM	2	22	1	CPSP
7/18/2003	7/18/2003 7:30:32 PM	6	19	1	SU35E14I
7/18/2003	7/18/2003 7:30:32 PM	6	19	1	SU35E14I
7/20/2003	7/20/2003 2:10:32 AM	1	2	1	SU35E3
7/20/2003	7/20/2003 2:10:32 AM	1	2	1	SU35E14I
7/20/2003	7/20/2003 2:40:32 AM	1	2	1	SU35E14I
7/20/2003	7/20/2003 11:57:31 PM	1	23	1	CPSP
7/21/2003	7/21/2003 5:40:31 PM	2	17	1	CPSP
7/21/2003	7/21/2003 5:50:32 PM	2	17	1	SU35E14I
7/21/2003	7/21/2003 5:50:31 PM	2	17	1	SU35E14I
7/24/2003	7/24/2003 5:10:31 PM	5	17	1	SU35E14I
7/25/2003	7/25/2003 11:31:31 PM	6	23	1	HPL13
7/27/2003	7/27/2003 11:40:31 AM	1	11	1	SU35E13I
7/27/2003	7/27/2003 11:40:31 AM	1	11	1	SU35E13I
7/28/2003	7/28/2003 8:40:31 PM	2	20	1	SU35E3
7/28/2003	7/28/2003 11:55:31 PM	2	23	1	SU35E3
7/29/2003	7/29/2003 2:00:31 AM	3	2	1	HP-V2
7/29/2003	7/29/2003 2:01:32 AM	3	2	1	HPL-16
7/29/2003	7/29/2003 9:50:31 PM	3	21	1	SU35E3
7/29/2003	7/29/2003 9:50:31 PM	3	21	1	SU35E3
7/29/2003	7/29/2003 10:30:31 PM	3	22	1	HP-V2
7/30/2003	7/30/2003 12:10:32 PM	4	12	1	SU35E13I
7/30/2003	7/30/2003 12:10:32 PM	4	12	1	SU35E13I

QMgr	Queue	Curr Depth
EAIP2	EAI.FMS.FINNONFIN.RESPONSE	37
SAIGP1	EAIPOOL	1
SAIGP1	EAIPOOL	6
EAIP2	FARSP1.FTFRCV.CONTROL	1
SAIGP1	EAIPOOL	4
SAIGP1	EAIPOOL	15
SAIGP1	FTFSTAT.DETAIL	515625
NPP1	mqmonf	
NPP1	mqmonf	
EAIP1	FTFSTAT.DETAIL	513578
NPP1	mqmonf	
NPP1	mqmonf	
CPT1	SYSTEM.CLUSTER.TRANSMIT.QUEUE	13
CPT1	SYSTEM.CLUSTER.TRANSMIT.QUEUE	14
FMSP1	EAIPOOL	1
CPT1	SYSTEM.CLUSTER.TRANSMIT.QUEUE	10
FMSP1	FMS.BACKOUT	10
CPT1	SYSTEM.CLUSTER.TRANSMIT.QUEUE	10
CPP1	SYSTEM.CLUSTER.TRANSMIT.QUEUE	113
EAIP1	FTFSTAT.DETAIL	15333
EAIP1	FTFSTAT.CONTROL	1452
EAIP2	PD0Q	4
EAIP1	PD0Q	5
EAIP1	PD0Q.B	46
CPP1	SYSTEM.CLUSTER.TRANSMIT.QUEUE	293
CPP1	SYSTEM.CLUSTER.TRANSMIT.QUEUE	74
EAIP1	FTFSTAT.DETAIL	15666
EAIP1	FTFSTAT.CONTROL	1450
EAIP1	DI.STATUS	9091
LOWP1	mqmonf	
WASP2	mqmonf	
ECBSP2	mqmonf	
EAIP2	ECBSP2.B	181
EAIP2	mqmonf	
FMSP1	EAIP2.B	202
SAIGP1	EAIP2	48
EAIP2	FTFRCV.CONTROL	2
EAIP2	ECBSP2.B	239
FMSP1	EAIPOOL	2
ECBSP2	EAIP2.B	4
ECBSP2	EAIP1	4

Error

SERVICE LEVEL EXCEEDED
QUEUE DEPTH HIGH
NPP1 MONITOR NOT REPORTING
NPP1 MONITOR NOT REPORTING
QUEUE DEPTH HIGH
NPP1 MONITOR NOT REPORTING
NPP1 MONITOR NOT REPORTING
STALLED XMITQ
STALLED XMITQ
SERVICE LEVEL EXCEEDED
STALLED XMITQ
SERVICE LEVEL EXCEEDED
STALLED XMITQ
STALLED XMITQ
SERVICE LEVEL EXCEEDED
SERVICE LEVEL EXCEEDED
STALLED XMITQ
STALLED XMITQ
STALLED XMITQ
STALLED XMITQ
STALLED XMITQ
SERVICE LEVEL EXCEEDED
SERVICE LEVEL EXCEEDED
SERVICE LEVEL EXCEEDED
UP - QMGR NOT RUNNING
WASP2 MONITOR NOT REPORTING
ECBSP2 MONITOR NOT REPORTING
STALLED XMITQ
EAIP2 MONITOR NOT REPORTING
STALLED XMITQ
STALLED XMITQ
SERVICE LEVEL EXCEEDED
STALLED XMITQ
SERVICE LEVEL EXCEEDED
STALLED XMITQ
STALLED XMITQ

Issue/Request Date	Issue/Request Input Type	Issue/Request Category	Application / Interface	Envt	Priority	Term
7/1/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/1/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/2/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/2/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/2/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/3/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/3/2003	Email	Inquiry	COD/SAIG	Prod	Critical	

7/3/2003	Email	Inquiry	COD/SAIG	ST	Low	

7/5/2003	Page	Tier II	CM/FPDM	Prod	Medium	
7/7/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/8/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/8/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/9/2003	Instant Message	Inquiry	COD/SAIG	IST	Low	
7/9/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/10/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/11/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/14/2003	Email	Inquiry	SAIG/FMS	Prod	Medium	

7/14/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/14/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/14/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/14/2003	Page	Tier II	FMS	Prod	Low	
7/15/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/15/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/16/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/16/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/16/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/17/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/17/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/17/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/17/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/17/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/17/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/17/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/18/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/18/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/18/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/18/2003	Page	Tier II	BUS	Prod	Low	
7/20/2003	Page	Tier II	COD	Prod	High	

7/21/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/21/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/22/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/22/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/22/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/22/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/23/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/23/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/24/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/24/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/24/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/25/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/25/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/25/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/25/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/28/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/28/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/29/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/29/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/29/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/29/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/29/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/30/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

7/30/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/30/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/31/2003	Email	Inquiry	COD/SAIG	Prod	Medium	
7/31/2003	Email	Inquiry	COD/SAIG	Prod	Medium	

Requestor	Tech Arch Responsible	Issue/Request Description	~Close Date	Issue/Request Actions Taken/Resolution	Closed Date
Andrenette Moore	Theresa Pak	Could you please send me the input file for TG51333 2003-06-30T15:46:26.1062178578 COMRECIN?		sent file	7/1/2003
Andrenette Moore	Theresa Pak	Could you please send me the input file for #D200300991020030616100118 processed 6/16/03. TG52332 PGDR03IN		sent file	7/2/2003
Andrenette Moore	Theresa Pak	Could you please provide me the input file for PF3G0213020030514191054 Message class DEPF03IN Mailbox TG52000?		sent file	7/2/2003
Traci Meadows	Theresa Pak	NEW HORIZONS INSTITUTE OF COSMETOLOGY #D200301570920030610152552 , TG51056, PGDA03OP		resent to SAIG	7/2/2003

Andrenette Moore	Theresa Pak	#A3G0213020030429 154454 DIPA03OP TG52000 - I believe this was resent on 6/26 as well. Please look at the one from 6/26 #A3G0213020030428 160106 DIPA03OP TG52000 - I believe this was resent on 6/26 as well. Please look at the one from 6/26 #A3G0213020030617 150323 - I believe this was resent on 6/26 as well. Please look at the one from 6/26 #A3G0405720030507 184716 - DIPA03OP TG51462		sent file	7/2/2003
Traci Meadows	Theresa Pak	#D3G0321920030623 113149, PGOA03OP, TG50242		send results resent files	7/3/2003

<p>Naresh Eswaran</p>	<p>Theresa Pak</p>	<p>we got a bunch of transformation errors which are failing with following error.</p> <p>Error detail text: No value for required field. Pending File Name: inproc_37045.txt Output File Line Number: 3 Field Name: Disbursement Activity Value: null Required Length: 1 Actual Length: 0</p> <p>The Message Class is --> DIOD03OP - Payment to Servicing and Docid type SP and they are from different schools</p> <p>Can you please tell me what tag it is referring to in the Error Text, as there is not Disbursement Activity Tag. I am attaching the XML file which we got back as</p>		<p>Reading from PaymenttoServicerDate instead of PaymentToServicerDate (PaymentToServicerAmount was fixed as well)</p>	<p>7/3/2003</p>
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Ivan Smith	FScott V.Velsor	<p>Can you tell me if you received this on your side? It says it was successfully sent and there were no Data Integrator problems but I don't see a post bus response. CVQ2993.GP00.BUS.XFRM.D030702.*</p> <p>42927581-ad81-11d7-a37e-8e7c641d050d</p> <p>Didn't send to the Mod Partner email cause it isn't a very critical issue. School Testing had to correct some files and wanted to send them back out. Thanks.</p>		<p>The file had a processing error due to the first and last lines being of the form: "O*N05TG73411 ,CLS=CRTESTOP,XXX,BAT=20 03-06-25T10:49:,NCT=000000" (legacy header/trailer) and not common record (XML) format. Looks like someone was trying to combine formats for some reason.</p> <p>I attached the file below for your reference.</p> <p>Please fix that and your resubmit will hopefully not face any issues.</p>	7/7/2003
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Darryl Williams	Theresa Pak	<p>Responded to Tier II page from AIS (Tier I support). MQMON alert details: date = Sat Jul 5 11:40:31 EDT 2003 use = Production host = Su35e3 QMgr = EAIP2 Object = FARSP1.FTFRCV.CONTROL msg = CurDepth:1 SERVICE LEVEL EXCEEDED</p> <p>FYI: I got a page for this. First thing I asked was if this was on the support tool. And Darryl(sp?) said "No." The solution was on the support tool. It was labeled on the Common Events as "FTFRCV.CONTROL" instead of the full Queue Object. The queue cleared itself so it wasn't a big deal.</p>	7/5/2003	Alert cleared by itself.	
Andrenette Moore	Theresa Pak	<p>Can you send the input file for 2003-06-11T22:08:38.0007589695 TG50588 Message class COMRECIN</p>		sent file	7/7/2003
Christine Moye	Theresa Pak	<p>ACS is asking why they can't pull #D200303474520030527234049 up on the web. We don't have any record of receiving this batch. Can you do some research and see if EAI received it and sent it on to TSYS?</p>		Batch Not Found	7/8/2003

Andrenette Moore	Theresa Pak	Could you please send me the input file for PF4G0374920030625 233501 Message Class DEPF04IN TG52130 Processed 6/26?		sent file	7/8/2003
Julie McNeil	FScott V.Velsor	so we have an 03-04 DL Sub legacy disb. Record and the xml looks fine but the transform contains no data records! just the headers/trailers		The file was actually a Pell Origination Ack file, and did not have any student information in it. Therefore no data records will be created	7/9/2003
Andrenette Moore	Theresa Pak	Could you please send me the files for Mailbox TG54433 Message Class COMRECOP and COMRECIN 2003-07-03T08:36:28.3764123 552 ?		files sent	7/9/2003
Stephani Green	Theresa Pak	Can you please provide me with the pre and post bus response for the following document TG51842 2003-07-07T21:01:25.0593031 575		Batch Not Found	7/10/2003
Crystal Carter	Theresa Pak	Can you please forward me the input file for the following batch? Thanks #D3G0384220030612 141351 TG50998 Date: 6/12 MSGClass: DESF03IN		sent file	7/11/2003
AIS Support Page	Brian Whisnant	LARS Interface - File transfer failed	7/14/2003	sent file	7/14/2003

Andrenette Moore	Theresa Pak	Could you please verify if this was received by the bus from SAIG? DESF04IN 06/30/03 Batch ID is #D4G0114220030630001616 TG52283	7/14/2003	Batch Not Found	7/14/2003
Crystal Carter	Theresa Pak	Can you please send me the input file for the following batch id? Thanks TG50640 #D200300392020030625161023 Date: 6/25 MSGClass: PGDR03IN	7/14/2003	sent file	7/14/2003
Crystal Carter	Theresa Pak	Can you please send me the input file for the following batch? Thanks TG50790 #E3G0147920030619163538 Date: 6/19 MSGClass: DESC03IN	7/14/2003	sent file	7/14/2003
AIS Support Page	Scott Van Velsor	FMS Backout Queue Depth of 10	7/14/2003	Checked log to determine reason for database insert failures. Determined problem was duplicate primary keys trying to be inserted. Saved the message data off the FMS.BACKOUT queue on FMSP1 on HPV2, then emptied the queue, and finally alerted AIS about how the issue was resolved	7/14/2003
Andrenette Moore	Theresa Pak	Could you please provide me with the input file for 2003-07-02T14:24:02.9022403541 COMRECIN TG51122	7/15/2003	sent file	7/15/2003

Andrenette Moore	Theresa Pak	Could you please send me the files for 2003-07-14T15:05:13.1520547 772 COMRECIN and COMRECOP TG51155 and 2003-07-08T15:25:12.1439284 194 COMRECIN and COMRECOP TG57569	7/15/2003	sent file	7/15/2003
Andrenette Moore	Theresa Pak	Could you please verify if this batch came through the bus #D200300150020030 714150748 TG51932 Message class PGDA03OP?	7/16/2003	Batch Not Found	7/16/2003
Cheryl Markiewicz	Theresa Pak	I'm working with Valparasio on an issue and need the input/output file for Batch number 2003-07-16T08:54:44.6526533 119 TG50768 comrecin and comrecop. Can you send this to me asap. The school is getting anxious.	7/16/2003	sent file	7/16/2003
Ernest Hy	Theresa Pak	could you take a look at the included spreadsheet and have the batch re-sent to school? they state that the origination batch does not include credit check information. Any questions, please give me a call. (2003-07-10T08:20:17.9059771 183)	7/16/2003	sent file	7/16/2003

Andrenette Moore	Theresa Pak	<p>Could you please send me the input files for 2003-07-15T16:00:51.0071422 622 Mailbox TG51994 Message class COMRECIN and COMRECOP and 2003-07-03T16:21:10.0020547 772 TG#51155 COMRECIN and COMRECOP</p> <p>Sorry, Theresa. I received this after I hit the send button.</p> <p>2003-07-16T15:38:48.1025703 114 TG50575 and TG50534 COMRECIN and COMRECOP</p>	7/17/2003	sent file	7/17/2003
Traci Meadows	Theresa Pak	<p>Batch #D3G1157420030605 130427 received and got processed on 06/05/03 with 15 students(13 accepted) and 15 awards, DESF03OP, TG66836</p>	7/17/2003	Batch Not Found	7/17/2003
Andrenette Moore	Theresa Pak	<p>Could you please send me the file sent to the school for #H3G3068220030711 084158 and #H3G3068220030715 084208? TG50252 DIOD03OP</p> <p>The school says the ack's they received did not include information.</p>	7/17/2003	sent file	7/17/2003
Crystal Carter	Theresa Pak	<p>Can you please forward me the input for the following batch id? Thanks TG50063</p> <p>2003-07-10T11:57:33.1013231 032 Date: 7/10</p> <p>MSGClass: DESD04IN</p>	7/17/2003	sent file	7/17/2003

Crystal Carter	Theresa Pak	<p>Theresa, Can you please send input files for the following batch ids? Thanks TG50938 PF3G0212620020730 181705 7/30/02 DEPF03IN H3G02126200301031 01758 1/3/03 DESD03IN TG51982 PF3G0233620021126 080325 11/26/02 DEPF03IN #H3G0233620030127 143524 1/27/03 DESD03IN</p>	7/17/2003	We no longer have these files. Older than 90 days	7/17/2003
Andrenette Moore	Theresa Pak	<p>Could you please send me the input and output files for 2003-07-02T15:24:20.3000171404, 2003-07-03T08:21:16.1000171404, 2003-07-08T18:01:49.0000171404, 2003-07-14T15:25:41.6000171404 TG50100 COMRECIN and COMRECOP</p>	7/17/2003	sent file	7/17/2003
Traci Meadows	Theresa Pak	<p>Theresa, ACS is stating they are getting a batch integrity error on the below 2 batches, can you see if they made it to you okay? Thanks! #D200300982620030716121802, TG50187, PGDA03OP #D200300982620030703110703, TG50187, PGDA03OP</p>	7/18/2003	send results	7/18/2003

Crystal Carter	Theresa Pak	<p>Can you please forward me the input file for the following batch id? Thanks TG51334 #D4G0340620030709 154157 Date: 7/9 MSGClass: DESF03IN DESF04IN</p>	7/18/2003	Batch Not Found sent file	7/18/2003
Andrenette Moore	Theresa Pak	<p>Can you pull these files from bus? TG55197</p> <p>PF3G0340620030714 154722 - DEPF03IN #E4G0340620030714 154811 - DESC03IN #H4G0340620030714 155447 - DESD03IN #E3G0340620030714 155532 - DESC03IN and #H3G0340620030714 155502 - DESD03IN</p>	7/18/2003	Batch not found	7/18/2003
Andrenette Moore	Theresa Pak	<p>Thanks for all of your help with the input files. Could you please send me the input file for 2003-07-11T15:07:32.8999028329 TG61059 COMRECIN and COMRECOP</p>	7/18/2003	send results	7/18/2003
Bob Toy	Scott Van Velsor	<p>FTFSTAT.DETAIL & FTFSTAT.CONTROL queues on EAIP1 had exceeded their service levels</p>	7/18/2003	Restarted FTFSTAT Daemon	7/20/2003
Mary Rill	Scott Van Velsor	<p>Timeouts between COD and the BUS</p>	7/20/2003	<p>Upon arriving home, determined that the connection had been re-established somehow in during transit Issue resolved itself</p>	7/20/2003

Kary Payne	Scott Van Velsor	<p>It seems these batches got processed twice somehow. Can you check and see if they were sent to us twice? I've listed the two time stamps that we received each one.</p> <p>#E4G0676020030715 010 2003-07-15-09.53.29.606651 2003-07-15-09.56.07.556038</p> <p>#O200400676020030 715010746 2003-07-15-09.56.07.629387 2003-07-15-09.57.40.836015</p> <p>#D200400676020030 716010712 2003-07-16-13.38.54.557872 2003-07-16-13.54.44.648244</p> <p>#H4G0676020030715 220701 2003-07-16-13.46.49.842386</p>	7/22/2003	<p>This is part of a larger issue dealing with duplicate records being sent. Resolution of the duplicate issue was completed on July 31, 2003 via a locking mechanism. (Explanation Email from Bruce Kingsley 7/31/03)</p>	
Andrenette Moore	Scott Van Velsor	<p>Could you please send me the input file for TG51209 2003-07-17T23:37:51.0104841817 COMRECIN?</p>	7/22/2003	sent file	7/22/2003
Crystal Carter	Scott Van Velsor	<p>Can you please forward me the input file for the following batch id? Thanks</p> <p>TG51161</p> <p>2003-07-16T14:13:41.0640768052 Date: 7/16/03 MSGClass: COMRECIN</p>	7/22/2003	sent file	7/22/2003

Andrenette Moore	Scott Van Velsor	2003-07-16T09:31:13.2081254984 COMRECIN TG#52726	7/22/2003	sent file	7/22/2003
Andrenette Moore	Scott Van Velsor	Could you please forward me the input and output files for 2003-07-17T09:58:42.5025703114 TG50575 or TG50534 COMRECIN and COMRECOP?	7/22/2003	sent file	7/22/2003
Crystal Carter	Scott Van Velsor	Can you please forward me the input file for the following batch id? Thanks TG50575 2003-07-17T09:55:15.8025703114 Date: 7/17/03 MSGClass: COMRECIN	7/22/2003	sent file	7/22/2003
Traci Meadows	Scott Van Velsor	#H3G3103320030710101449, TG50563, DIOD03OP This batch was received and got processed on 07/10 with two students and two awards(DL SUB) and both got accepted,	7/23/2003	send results resent files	7/23/2003

		<p>Can you please forward me the input files for the following batch id's? Thanks</p> <p>TG53459</p> <p>2003-07-16T09:33:23.3628447957 Date: 7/16/03 MSGClass: COMRECIN</p> <p>2003-07-16T10:15:35.3428447957 Date: 7/16/03 MSGClass: COMRECIN</p> <p>2003-07-16T15:53:37.5328447957 Date: 7/16/03 MSGClass: COMRECIN</p>			
Crystal Carter	Scott Van Velsor		7/23/2003	sent file	7/23/2003
Andrenette Moore	Scott Van Velsor	<p>Could you please send us the input file for Batch ID is 2003-07-02T16:17:53.6050543660. TG51001</p>	7/24/2003	sent file	7/24/2003
Crystal Carter	Scott Van Velsor	<p>TG50912</p> <p>2003-07-17T17:15:13.6077160488 Date: 7/17/03 MSGClass: COMRECIN</p>	7/24/2003	sent file	7/24/2003
Crystal Carter	Scott Van Velsor	<p>TG51927</p> <p>2003-07-14T16:36:06.2873680359 Date: 7/14/03 MSGClass: COMRECIN</p>	7/24/2003	sent file	7/24/2003

Andrenette Moore	Scott Van Velsor	Could you please send me the input file for 2003-07-07T10:45:36.4293691699? TG60690 COMRECIN and COMRECOP	7/25/2003	sent file	7/25/2003
Rebekah Wheaton	Scott Van Velsor	We found an issue in product test with a post-response. In the post response, the current enrollment position 185 is showing a zero instead of a 1. Gary Braithwaite found the issue and he believes this maybe a bus issue. I have attached the actual pre and post responses. If you could look into this issue, it would greatly be appreciated. If you have any questions or concerns, please contact me.	7/25/2003	<p>it would appear that this is the correct translation.</p> <p>A pre-response code of "PO" in the Response.FSACode element will translate to "0001000000" for the 183-192 positions. This sequence indicates "POP" in the post response</p> <p>A pre-response code of "CE" in the Response.FSACode element will translate to "0010000000" for the 183-192 positions. This sequence indicates the Concurrent Enrollment in the post response.</p> <p>The attached pre-response file contained "PO" and thus was correctly translated to "0001000000" and not "0010000000". Has there been a requirements change that I am unaware of? If so, can you please provide me with the documentation?</p> <p>Thanks for your response. This is interesting -- I had forgotten about this relationship -- is there FSACode element that triggers a "0011000000" in the positions in question? (Gary braithwaite)</p> <p>Actually, there is not... the following are the only mappings that exist for the FSACode element:</p>	7/25/2003
Andrenette Moore	Scott Van Velsor	Could you please send me the input file for the below batch? COMRECIN 2003-07-14T08:59:33.4087132258 TG52186	7/25/2003	sent file	7/25/2003

Andrenette Moore	Scott Van Velsor	<p>Here are examples of the batches being processed multiple times in COD:</p> <p>#E4G0676020030715010705, #O200400676020030715010746, #D200400676020030716010712 and #H4G067602003071522070 TG52614</p> <p>#H3G0362620030716174018 and #D200300362620030716173948 TG51648</p> <p>#H3G1164420030718071401 TG52186</p> <p>#E3G0227020030724083802 TG53132 2003-07-24T08:29:08.1081254984 TG52726 2003-07-17T13:03:28.4493691699, 2003-07-17T14:47:45.8293691699, 2003-07-17T16:37:25.2193691699 TG60690</p>	7/25/2003	sent file	7/25/2003
Crystal Carter	Scott Van Velsor	<p>Can you please forward me the output file for the following batch id? Is Theresa back in the office today? Thanks</p> <p>TG52109 2003-07-15T08:56:17.0503552642 Date: 7/17/03 MSGClass: COMRECIN</p>	7/28/2003	sent file	7/28/2003

Crystal Carter	Scott Van Velsor	<p>Can you please forward me the input file for the following batch id? Thanks</p> <p>TG51284 2003-07-24T08:58:22.6082434662 Date: 7/24/03 MSGClass: COMRECIN</p>	7/28/2003	sent file	7/28/2003
Kary Payne	Scott Van Velsor	<p>Can you send me the input file for this doc id? The message class should be comrecin and the TG# is 50902</p> <p>2003-07-22T14:46:12.5390216076</p>	7/29/2003	sent file	7/29/2003
Frank Curran	Scott Van Velsor	<p>> I need to get a copy of the post bus response for the following files. > Please email to me. Let me know if I need to send this request to someone > else. Thanks. > 2003-07-03T14:57:57.0503552642 > 2003-07-15T08:56:17.0503552642 > 2003-07-18T22:45:41.0078207843 > 2003-07-22T22:49:07.0078207843</p>	7/29/2003	sent file	7/29/2003

Crystal Carter	Scott Van Velsor	<p>Can you please send me the input files for the following batch ids? Thanks</p> <p>#D200401608520030 710075013 Date: 7/11/03 MSGClass:PGDR03I N</p> <p>#D200401608520030 714080448 Date: 7/15/03 MSGClass:PGDR03I N</p> <p>#D200401608520030 717081728 Date: 7/22/03 MSGClass:PGDR03I N</p>	7/29/2003	sent file Their message classes are PGDR04IN.	7/29/2003
Andrenette Moore	Scott Van Velsor	<p>Could you please send me the input file for</p> <p>2003-07-29T07:49:09.5032429484 TG#52326 COMRECIN?</p>	7/29/2003	sent file	7/29/2003

Traci Meadows	Scott Van Velsor	<p>University of Kentucky COMRECOP 2003-07- 18T15:40:11.0511443 258, TG52890 Batch received and got processed on 07/18/03 with 49 students and 49 awards and all got accepted,</p> <p>University of San Francisco DIOC03OP #E4G0132520030716 212515, TG51098 Batch received and got processed on 07/17/03 with 47 students (43 Accepted) and 47 awards , Four students rejected with student level Reject,</p>	7/29/2003	send results	7/29/2003
Crystal Carter	Scott Van Velsor	<p>TG64203 2003-06- 16T15:25:38.5011596 742 Date: 6/16/03 MSGClass:COMRECI N</p>	7/30/2003	sent file	7/30/2003

		<p>TG51541</p> <p>2003-07-24T09:02:17.1695588806 Date: 7/24/03 MSGClass: COMRECIN</p> <p>2003-07-24T09:02:01.4295588806 Date: 7/24/03 MSGClass: COMRECIN</p> <p>2003-07-24T09:00:51.2795588806 Date: 7/24/03 MSGClass: COMRECIN</p>			
Crystal Carter	Scott Van Velsor		7/30/2003	sent file	7/30/2003
		<p>TG#52326</p> <p>2003-07-29T07:49:09.5032429484 Date: 7/29/03 MSGClass: COMRECIN</p>			
Crystal Carter	Scott Van Velsor		7/30/2003	sent file	7/30/2003
		<p>TG64203</p> <p>2003-06-16T15:25:38.5011596742 Date: 6/16/03 MSGClass: COMRECIN</p>			
Crystal Carter	Scott Van Velsor		7/31/2003	sent file	7/31/2003
		<p>Could you please send me the input file for 2003-07-29T14:26:21.0002751650 COMRECIN TG52782</p>			
Andrenette Moore	Scott Van Velsor		7/31/2003	sent file	7/31/2003

Approximate Time Spent (hours)	CR Num (if applicable)

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