



FMS DIAGNOSTICS LIST

DEPARTMENT OF
EDUCATION - STUDENT
FINANCIAL ASSISTANCE -
FINANCIAL MANAGEMENT
SYSTEM

Symptoms and Resolution

- 1) **Internet Explorer or Netscape Navigator cannot open the specified URL.**
 - a) Guaranty Agency (GA) user's Local Desktop Support provider
 - b) SFA FMS Application Maintenance Team, Helpdesk Analyst
 - c) SFA FMS Application Maintenance Help desk needs to assess if this is isolated or happening to all users
 - i) Isolated -- SFA FMS Application Maintenance Team, Helpdesk Analyst
 - ii) All (or many) Users -- SFA FMS Applications Maintenance Team, DBA

- 2) **VPN Password/ Userid Problems.**
 - a) VDC Network Team pager

- 3) **Oracle Applications Password/Userid Problems.**
 - a) SFA FMS Application Maintenance Team, Helpdesk Analyst

- 4) **Oracle Applications responsibility or function no longer available (or new one exists since last logon.)**
 - a) SFA FMS Application Maintenance Team, Helpdesk Analyst

- 5) **My report failed, what happened.**
 - a) Report Completed with Error
 - i) SFA FMS Application Maintenance Team, Helpdesk Analyst
 - b) Report Completed Normally, but ...
 - i) Refer to Numbers 7 or 8 below.

- 6) **The Applet Started but I get the message: APP-01516 Invalid application username, password or database. Username: applyspub, Password: pub, Database: PROD. (Database down, but forms and web listeners are not.)**
 - a) VDC Operations DBA

- 7) **My report ran successfully, but.... (Cannot find the report file, Had no data, data I did not expect, etc.)**
 - a) SFA FMS Application Maintenance Team, Helpdesk Analyst

- 8) **I cannot view my report**
 - a) SFA FMS Application Maintenance Team, Helpdesk Analyst

- 9) **Concurrent manager "Inactive"?**
 - a) VDC Operations DBA

- 10) **Any type of FRM or APP errors from the Oracle Applications Data Entry screens (forms)?**
 - a) SFA FMS Application Maintenance Team, Helpdesk Analyst

- 11) **My report is taking too long to run.**
 - a) SFA FMS Application Maintenance Team, Helpdesk Analyst
 - b) SFA FMS Helpdesk Analyst needs to assess if this is isolated or happening to all users
 - i) Isolated -- SFA FMS Application Maintenance Team, Helpdesk Analyst
 - ii) All (or many) Users -- SFA FMS Application Maintenance Team, Helpdesk Analyst

- 12) **The screens (forms) are very slow.**
 - a) SFA FMS Helpdesk Analyst needs to assess if this is isolated or happening to all users

[Sample]

- i) Isolated -- SFA FMS Application Maintenance Team, Helpdesk Analyst
- b) All (or many) Users -- VDC Operations DBA

13) FRM-99999: Failed to connect to the Server: hpl10.ed.gov:9000

- a) VDC Operations DBA

14) FTP problems (i.e.: Logons, file puts, missing directories, etc.)

- a) VDC Operations DBA

15) Workstation issues when Oracle Applications are in use (i.e.: workstation freezes up, warning to close applications because virtual memory is low, etc.)

- a) SFA FMS Applications Maintenance Team, Helpdesk Analyst