

ID	Type of Request	Title	Requestor Name	Date Open	Date Closed	Request Description
212	Bug Fix	Reset ID for a GA	Kelly Wolfe	5/2/01 8:00:00 AM	5/2/01 9:00:00 AM	User needed to reset ID for forms 2000
214	Query	FP question about regional users in system	Sandra Simmons	5/1/01 8:00:00 AM	5/1/01 11:00 AM	<p>Needed to know if Regional FP (Partner Services) staff have access to the FMS?</p> <p>Wanted to know what level of access do the Regional FP (Partner Services) have. They should have the same access as we do but, read only. Can you tell us what access they have.</p> <p>Answered all these questions and gave them a current regional user list.</p>
217	Bug Fix	Oracle Payables Approval Screen issue with a FP	Crudup, Clarice	5/3/01 8:00:00 AM	5/3/01 9:00:00 AM	<p>Issue is...</p> <p>Client asked us to "Please check my Oracle Payables Approval Screen that should have the Actions key and Holds key. Payments at the bottom (the Status screen). Mine doesn't have the Actions...and I cannot approve the invoice. It has Scheduled Payments...Holds, etc. I had someone else approve 750,712, and 717 (Month 06) for me this morning.</p> <p>WE checked her resolution and fixed the problem.</p>
218	Query	Great Lakes GA Needs a new ID created	Nancey Seiferet	5/3/01 9:00:00 AM	5/3/01 10:00:00 AM	User needed an Oracle ID created. Form received and Id created. User has been contacted and has accessed the system.
219	LEAP/SLEAP	Delaware Leap connection issues	Maureen Laffey	5/4/01 9:45:00 AM	5/4/01 10:00:00 AM	<p>Cannot access system due to 9000 port closed issue.</p> <p>Spoke with Pat Wailer the Delaware Tech Lead and he is opening port. Ported opened and user accessed system. Issued Closed.</p>
220	Enhancement/Update	Change Request 15 to applications	Marcus D	5/4/01 8:00:00 AM	5/4/01 9:00:00 AM	Applied CR 15 to oracle
221	LEAP/SLEAP	User / Manager Levels	Christine Denicola	5/8/01 9:00:00 AM	5/8/01 10:00:00 AM	Nebraska leap/sleap users needing to correct passwords and user levels for the application. Contacted Christine Denicola and Carna Pfeil. Christine's problem was corrected, Carna needed her sign on information and the proper responsibility level assigned. All issues resolved.
222	Ad Hoc	FFEL lender call information	Shelley	5/8/01 8:30 AM	5/8/01 11:00am	<p>Shelley was calling from 1st National Bank in response to a letter going out from the Department (FFEL lender group) about maintaining participation in the FFEL program and confirming their lender identification information. Shelley wanted to confirm participation. FMS is not responsible for this effort. I requested help from Pat Deutsch in the SFA FFEL lender group for assistance. I rec'd an email response from Pat that they would take care of it. Issue closed</p>
223	FFEL	FFEL GA password for the VPN	Karen Sies	5/8/01 9:00 AM	5/10/01 8:00 AM	<p>New York GA calling and requesting her VPN password to be changed. Not having a technical problem, just needs to have access ready for quarterly submission. Old password is not working. Changed password and contacted user. Issued Closed.</p>

224	LEAP/SLEAP	New leap/sleep user information	Carl Ackley	5/8/01 9:00 AM	5/10/01 9:00 AM	Carl needs access to the Leap/Sleep application. New York participant. Security forms not rec'd until 5/10/01. Users established on 5/14/01. Carl is on vacation the week of 5/14/01-5/1/01 so unable to provide sign on information until his return. User was called and given ID. Issue closed.
225	LEAP/SLEAP	User access question	Diane Lindeman	5/9/01 10:00 AM	5/10/01 11:15 AM	Diane Lindeman calling about access to the system. Upon returning call to the user, Diane had already resolved issue on her own. Issue resolved.
226	FFEL	Oklahoma FFEL user updates	Debbie Scarberry	5/11/01 9:00 AM	5/12/01 9:01 AM	Debbie sent a new user list for the Oklahoma GA. There is a new executive director that needs to be added to the system. New user added to Oracle and paperwork sent to VDC for VPN setup. Old exec director made inactive in the system. Will contact new user with sign on information once rec'd back from VDC. Confirmed user levels for all users at GA.
227	FFEL	GA connection to VPN	Connie Butler	5/11/01 9:45 AM	5/14/01 4:15:00 PM	User could not connect to VPN. Determined that password was changed, old one was re-established and user could then access the system..
228	LEAPP/SLEAPP	Leap application connectivity problem	Linda Renschler	5/11/01 3:30:00 PM	5/14/01 2:00:00 PM	User was having trouble connecting to site to log onto Leap/sleep application. Site was timing out. Advised will follow up with tech folks, but to keep trying in the meantime. Todd Spoke with her and resolved connection issue. Internet traffic seemed to be main issue. Removed all history and cache in browser.
229	LEAP/SLEAP	User can't print signature page	Angela March	5/14/01 9:00 AM	5/14/01 3:00:00 PM	Angela (DC agency) called reporting difficulty printing the signature page for the leap/sleep application. I requested help from Ryan Townsend to assist Angela. Ryan walked her through the process successfully. The issue was user was choosing the 2000-2001 academic year instead of the 2001-2002 academic year.
230	LEAP/SLEAP	User ID/password error	Philip Axelroth	5/15/01 9:00 AM	5/15/01 10:00 AM	User needed to confirm user ID and have password reset for the Leap/Sleep application. There were two user Ids in Oracle. I made one inactive and user has correct, operational one of PAXELROT. I reset user's password to gain access to the system. Issues resolved
231	LEAP/SLEAP	Leap/sleep user information	Clantha McCurdy	5/15/01 10:00 AM	5/16/01 11:15:00 AM	User for Massachusetts needed sign on information for Leap/Sleep application. Rec'd security form on Tuesday, 5/15/01. Set up user and made contact with her on 5/16/01. Provided user information for signon. Issue resolved.

232	Bug Fix	LPIF file from NSLDS	Sandra Simmons	5/22/01 9:00:00 AM	5/25/01 9:00:00 AM	<p>NSLDS was not connected to the correct server to FTP file to FMS. Researched and corrected problem. File sent and was loaded into FMS to create invoices. FMS was contacted by Financial P's that the file was incorrect and that we needed to delete the old file and invoices to allow a new file to come to FMS. This was done and the new file sent with correct information. See notes below for content from FP's.</p> <p>"The file that was transferred from NSLDS to FMS for 2nd quarter LPIF payments is incorrect. We have been notified by NSLDS that there was a bug in their program. This is a heads-up -- not sure of the status on your side. We'll keep you informed."</p>
233	LEAP/SLEAP	West Virginia Leap / Sleaf	Scott Zack	5/10/01 8:00:00 AM	5/10/01 11:00:00 AM	<p>Access issue with a section of the leap form. See notes below for solution.</p> <p>West Virginia office concerning a problem with them filling out the LEAP/SLEAP Application Form 1288. In a nutshell they were able to enter information in Sections B & C and save the information, however, they were unable to access Section D. When they clicked the Section D Button, nothing happened. I told them to completely exit the application and try again. They went back into the form and were able to access Section D. They told me they were using Netscape. I remember having problems when I first started the LEAP/SLEAP State Training Guide using Netscape as well. As a matter of fact, I had a similar problem of not being able to access another Sections after saving the application. This was a hit or miss problem with Netscape. I started using Microsoft Internet Explorer and never had that problem again. Maybe Greg Gerrans or someone should send an E-mail to the States/Territories stating that Microsoft Internet Explorer should be used instead of Netscape when filling out the applications.</p>
234	Bug Fix	Montana GA 730 Connection Issue	Janice Kirkpatrick	5/9/01 9:00:00 AM	5/9/01 10:00:00 AM	<p>GA had issue with connecting with the Oracle application. Walked through access with user and was able to connect. The VPN was not active when she was trying before. Issue closed.</p>
235	LEAP/SLEAP	Indiana Leap user		5/10/01 9:00:00 AM	5/10/01 10:00:00 AM	<p>Leapp issue.. See notes below</p> <p>Indiana. They had already filled in the Directory Maintenance section so all Contact Information was displayed in Section A. They could not access section B. I had them click Action on the main LEAP/SLEAP screen and then Refresh, this corrected the problem. They are using Microsoft Internet Explorer.</p>

236	LEAPP/SLEAPP	Kentucky Leap user issue	Linda Renschle	5/11/01 9:00:00 AM	5/11/01 11:00:00 AM	<p>Leap Print issue</p> <p>Shirley received a help desk call from Linda Renschler of Kentucky (502) 696-7393. Linda asked that someone call her back at 2:30 pm on Friday 05/11/2001. I returned Linda's call.</p> <p>Problem: Linda had completed the application, run the print application program, but the output was only page numbers.</p> <p>Resolution: Asked Linda which Award Year she had specified when generating the report. Linda had specified 2000-2001. However, the application input was for award year 2001-2002. Linda re-ran the report with 2001-2002 as the award year parameter. The output problem was corrected.</p>
237	Bug Fix	Montana GA Connection issue	Alex Morino	5/11/01 9:00:00 AM	5/11/01 11:00:00 AM	<p>VPN issue..</p> <p>Still having trouble authenticating with the VPN server after their router config change. Suspect that TCP, IP, and UDP traffic to/from 4.20.0.0 is not authorized. Verified that they are running from internet-known workstations (i.e., not behind a proxy server, not private network).</p> <p>Alex does not think they use file transfer capability, gave him fms.sfa.ed.gov to test as well.They test this and connected fine. Issues closed.</p>
239	Bug Fix	NC GA VPN issue	Walter Marchal	5/14/01 9:00:00 AM	5/14/01 11:00:00 AM	<p>NC issue with VPN after firewall installation. Spoke with Walter Marchal on 5/25/01 to confirm connection issue resolved. It was fixed. See notes below... for details.</p> <p>NC GA used to dial-in to an ISP to get VPN access to Forms 2000. Recently NC replaced Proxy Server with a Firewall. Trying to access VPN and cannot.</p> <p>Walter Marchal at (919) 248-4655 to help the NC GA</p> <p>NC user workstations have private IP addresses, which will not work with VPN. Walter is not sure if their users require FTP but will check. I gave Walter the external web server address; he will test with his users</p> <p>He was able to connect via external web server but their firewall blocked access. Their firewall consultant will be in tomorrow to make the necessary changes. He will also test external web access from a workstation outside their firewall.</p>

240	Query	Florida GA Connection questions	Pete Tanzy	5/16/01 9:00:00 AM	5/16/01 11:00:00 AM	<p>PN connectivity.</p> <p>They do not use proxy server or firewalls, but do run from a private network (10.0.0.0). Private networks are not supported by the current VPN installation.</p> <p>Was aware of fms.sfa.ed.gov but wants to also use FTP. Wanted to know how long before file transfer is available through the external server - told him we're actively working on it.</p>
241	VDC Outage	<p>VPN outage for database</p> <p>Approximately 33% of VPN users lost the ability to access hosts at the VDC. The other 66% had no impact.</p> <p>A corrupted VPN user database file on the Firewall Master Console was the problem at VDC. The problem was caused by the Firewall Master Console corrupting the VPN user database file, during a planned rule base change, and passing the damaged file onto the Nokia Firewall Module. The VDC supplied SFA with a Root Cause Analysis Report on this issue.</p>	Edgar Kline	5/10/01 9:00:00 AM	5/18/01 9:00:00 AM	<p>Below is a summarization of the VPN connectivity problems experienced by GAs as identified on 05/10/01:</p> <p>Thursday 05/10/01 Late Morning</p> <p>1) Edgar called GA 730 (Montanna - Janice Kirkpatrick) to follow up on a call Marcus had earlier in the week. I worked with Janice to a point where her error messages seemed like the problem was with the VDC and not with her setup.</p> <p>2) Then Edgar called VDC Command Center to log the problem as suspected VPN Server issue.</p> <p>Thursday 05/10/01 Afternoon</p> <p>1) More GAs notified the SFA FMS Help Desk that there were connectivity problems (GAs in CA, GA, NC).</p> <p>2) Edgar spent the afternoon both contacting all the GAs experiencing trouble AND troubleshooting VPN access. Edgar raised the issue to higher level at VDC and got awarded VDC Trouble Ticket 0113101.</p> <p>3) Edgar notified VPN Users late in the afternoon that VPN was experiencing problems.</p> <p>(VDC had not sent an official notification of the problem ... only verbally mentioned there was something wrong.)</p> <p>Friday 05/11/01</p> <p>1) Edgar able to connect via VPN in AM.</p> <p>2) Edgar called/worked with GAs reported above to determine if they now ha</p> <p>3) Edgar also called VDC in AM to get status of VPN.</p> <p>4) Edgar got status that VPN had 2/3 of Userid Database Corrupt Middy.</p> <p>5) Dave Abrams helped GA 730 work around the problem by using internet a</p> <p>6) Edgar sent Dave Hugh an e-mail asking status of VPN.</p> <p>7) @3:15 Edgar got word that 95% of VPN Userid Database restored. 14 use</p>

242	Bug Fix	Oregon GA firewall issue	Tim Wolfe	5/18/01 9:00:00 AM	5/18/01 11:00:00 AM	<p>Oregon had a firewall installation and with reviewed connection options with them. See notes below. Currently they are connecting with stand alone machine. Issue closed.</p> <p>After speaking with Dave from the Dept. of Education, the status of the OSLA firewall and VPN connection to Ed. is as follows:</p> <ol style="list-style-type: none"> 1. Dave will submit a change request to Ed. to alter the VPN configuration of their firewall to allow the OSLA vpn clients to connect from behind their new firewall, however, he feels that this will take such a long time for them to approve/implement that it probably won't be any help to us in the immediate future. 2. Todd and Dave with Ed. are working on a new system to allow file uploads through their new SSL encrypted web site (which does not require VPN access) and would eliminate the need for the VPN altogether. 3. OSLA has two essentially two options at this time. First, they can wait to implement the firewall until either the VPN fix is implemented or the new secure web site (upload functionality) is finished. This is not a very desirable option as it leaves the entire OSLA network exposed until some unknown time in the future. Second, OSLA could temporarily put a single workstation with a public IP in either the DMZ or in front of the firewall to be used only for connecting to the Ed. VPN until such time as items 1 or 2 could be completed. 4. At this point, David Murphy from OSLA is leaning towards option two at this time, but is checking to confirm with his boss on how to proceed. We are assuming a go for tomorrow implementation, unless otherwise notified by David today.
243	LEAP/SLEAP	Leap access for Utah	Scott Gilmore	5/18/01 9:00:00 AM	5/18/01 11:00:00 AM	<p style="text-align: center;">Open Ports issue. See notes below..</p> <p style="text-align: center;">Issues closed. User open correct ports and was able to connect.</p> <p>Scott Gilmore is having problems getting to the site. He's spoken with his techie, Chris, and was told that it was a problem with their fire wall. They were able to pull it up on a computer that was not connected through their network/firewall. The techie needs to talk to our techie regarding which "port" to use? FMS reviewed Ports with GA Tech contact and they will be opening ports to us external web connection.</p>

244	Bug Fix	Missouri connection issue	Kathy Woodling	5/15/01 9:00:00 AM	5/15/01 11:00:00 AM	<p>VPN & Firewall Issue Connection to External server successful. Issues closed. See notes below....</p> <p>They are able to login successfully using the external web server (i.e., without VPN).</p> <p>Their (newly) present environment includes proxy server/private IP network addressing, which is incompatible with VPN.</p> <p>Missouri GA went behind a firewall a few weeks ago. They talked to and received instructions from Todd Kaywood about how to preserve VPN connectivity behind a firewall. They believe they performed firewall setups correctly. They are still not connecting through VPN.</p> <p>Please call Kathy Woodling at 573-522-1306 to assist with connectivity. She will get the network engineer, RJ, on the line so that connectivity issues might be resolved. Worked with RJ the agency's technical director and connected them to external server for access. Issued closed.</p>
245	Bug Fix	Oregon ID issue	Bob Barleiy	5/14/01 9:00:00 AM	5/14/01 11:00:00 AM	<p>User had Id issue.</p> <p>Worked them and realized that they were having a firewall issue.</p> <p>Client emailed the following..."I think I got this squared away now. We are having our own in-house firewall problems and once that is cleared up I think I will be in business."</p> <p>Followed up with call and the user could connect with no problems. Closed</p>

246	Bug Fix	Migration issue statement	Edgar Kline	5/21/01 9:00:00 AM	5/21/01 11:00:00 AM	<p>Description of migration issue with help and printing system profiles. Action has been taken and completed.</p> <p>Missouri went behind a firewall (and proxy server) a few weeks ago. The GA could not access Forms 2000 via VPN because of the change with the firewall.</p> <p>Dave Abrams helped the GA get access through http://fms.sfa.ed.gov.</p> <p>Then the GA could not print a report (through the Special Copy File function).</p> <p>When moving a GA from VPN access to Internet access, the following two System Profile Options must be set at the User Level (DO NOT CHANGE THE RESPONSIBILITY LEVEL SYSTEM PROFILE OPTION FOR THE USER.)</p> <p>Applications Web Agent: http://fms.sfa.ed.gov:8000/PROD/plsql Help System Base URL: http://fms.sfa.ed.gov:8000/OA_DOC</p> <p>Edgar Kline made the changes above for Missouri users 1) rlecur1 and 2) lcardwel on 5/16/01.</p> <p>There were other GAs that Dave Abrams helped to move to Internet access during the recent VPN Outage. Todd should get with Dave to get the list of GAs moved to Internet Access so that the System Profile Options for these users can be appropriately set.</p>
247	LEAP/SLEAP	Northern M. Islands Submission issue for form	Ramon Basa	5/17/01 9:00:00 AM	5/1/01 11:00:00 AM	<p>User had problems submitting. Saving form problem, and deadline submission. Helped user save form correctly and had him contact Leal director for questions about deadline. Issue Closed</p>
250	FFEL	VPN password reset	Karen Sies	5/31/01 9:00 AM	6/1/01 9:00 AM	<p>Karen Sies is user at GA New York #736. User had never accessed system before, but VPN password is not working and could stem from the database corruption that occurred a few months ago. I sent an email on 6/1/01 to VDC to reset the password to get user established in system again. However, New York may eventually move off the VPN and use direct access through the internet. Todd working on that migration. GA has been migrated off VPN and onto external server access. issued Closed</p>