

FMS Production
Request Log for June

ID	Type of Request	Title	Requestor Name	Date Open	Date Closed	Request Description
248	LEAPP/SLEAPP	Leap / Slep user form save / submit problem	Kathy Hynes	6/1/01 1:00:00 PM	6/1/01 5:00:00 PM	Kathy Hynes is Leap / Slep user from Oregon. User had an issue with access because of password. That was corrected. User wanted to resubmit form with updates, but would get error message saying need to save changes before submitting. User attempted
249	LEAPP/SLEAPP	SFA leap manager needs Id's for 21 states for manual entry	Greg Gerrans	6/1/01 11:15:00 AM	6/1/01 6:00:00 PM	Greg received 21 states sending in paper Leap/slep applications. He will need access for each state in Oracle to submit the form for the respective states. A spreadsheet was sent to FMS Ops and the 21 Ids were set up in production and returned to Greg
251	Ad Hoc	GA 706 CA.	Mike Gibson	6/11/01 9:00:00 AM	6/11/01 11:00:00 AM	Issue with connecting to Forms 2000. Received the following error. "At 12:30 P.M. California time, I attempted to download our May-01, F-2000 report for review prior to submission today; however, I received the following error message when attempting the process. Please advise. Internet Explorer cannot open the Internet site http://fms.sfa.ed.gov:8000/OA_HTML/bin/FNDWRR.exe?temp_id=3061E41DC0B0A9EB2927768ED065D34D&login=applsypub/pub@PROD. A connection with the server could not be established" FMS contacted user and attempted a connection. The results were that a system profile had been changed for this user. The profile was corrected and user could access and print with no problems. Issue Closed
252	Enhancement/Update	Sallie Mai Excessive Report Inquiry	Wyane Parker	6/11/01 10:00:00 AM	6/11/01 10:30:00 AM	Wyane Parker called to review the status of the Automation for the Forms 2000. FMS called back and updated him on the automation process and the migration with off VPN. He agreed that was are current position and that they would be looking for the FTP process to become updated to an "upload process on the internet". I assured him that I would be updating him with a status this week. Follow up called being made with more details on completion dates for FTP process change. Call Closed.
253	Bug Fix	Migration Issue with NY State GA 736	Tom Mcgraw	6/11/01 8:00:00 AM	6/11/01 9:00:00 AM	User is getting a ID and Password prompt before the oracle sign on screen. Talk to client and had him send me a screen print in order to identified the screen and sign on prompt type. This user is attempting the new Forms 2000 access with the internet connection. Had port issues that are resolved. Reviewed user screen print and noted that the prompt is a system network prompt for security. User is reviewing with Network Admin and attempting again once issued resolved on there side. Call closed.
254	FFEL	Invoice creation for may accounting period.	Judy Mittman	6/11/01 2:00:00 PM	6/11/01 3:00:00 PM	Creation of invoices failed due to accounting period being closed. Email from FP's "The system did not created invoices for submission seven for Louisiana (722) and Massachusetts ASA (725). Please check in to this and let me know what happen." Issue resided in the fact that the Accounting period for May was closed and invoices for that month were accepted in June but where May invoices and since May accounting was closed they could not be processed. There were three GA invoices effected. Plan to revised month end closing is being created and reviewed. Issue was resolved by changing the system invoice date and re-submitting the invoices to be created. Issue Closed.

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255	Bug Fix	Nebraska GA migration question	Jill Hicks	6/11/01 9:00:00 AM	6/11/01 10:00:00 AM	User had question regarding completion of migration with the rest of the agencies user and what need to be done. Explained process to user and she is testing the rest of them and letting me know when she has success so FMS may change system profiles for each user. Issue closed.
256	Bug Fix	Texas II GA Migration off VPN	Daine Wright	6/11/01 9:00:00 AM	6/11/01 10:00:00 AM	GA agency called to migrate all user to new internet connection. Gave user instruction and had her attempt the connection. She was successful and will do the rest of her user and let FMS know so we may make system changes. Issue Closed
257	Bug Fix	Minnesota Ga migration Test and questions	Dean	6/11/01 1:00:00 PM	6/11/01 2:00:00 PM	GA called to test the new internet access to Forms 2000, Gave the user the link and instructed them on the procedures to disconnect form the VPN. User tested and came up with the following error... "Cannot find server or DNS error" Currently looking into error and resolution. User called back and informed FMS that they could connect. They had to adjust a firewall setting. Issue Closed.
258	Bug Fix	GA 730 Montana migration off VPN	Tech Contact	6/6/01 9:00:00 AM	6/6/01 10:00:00 AM	Tech contact called FMS and asked about migration. FMS explained migration process and had them test the connection. They GA called back and was successful and they moved all users to the new connection and FMS changed system profiles. Issue Closed - migration complete.
259	Bug Fix	GA 709 Connecticut Migration Issue	Anmarie Maloney	6/7/01 1:00:00 PM	6/7/01 2:00:00 PM	Tech contact called FMS and asked about migration. FMS explained migration process and had them test the connection. They GA called back and was successful and they moved all users to the new connection and FMS changed system profiles. Issue Closed - migration complete.
260	Bug Fix	GA 725 Mass. Migration Issue	John Keough	6/1/01 9:00:00 AM	6/1/01 10:00:00 AM	Tech contact called FMS and asked about migration. FMS explained migration process and had them test the connection. They GA called back and was successful and they moved all users to the new connection and FMS changed system profiles. Issue Closed - migration complete.
261	Bug Fix	GA 717 Illinois Migration Issue	George Aquine	6/5/01 9:00:00 AM	6/5/01 10:00:00 AM	Tech contact called FMS and asked about migration. FMS explained migration process and had them test the connection. They GA called back and was successful and they moved all users to the new connection and FMS changed system profiles. Issue Closed - migration complete.
262	Bug Fix	GA 712 Florida Migration issue	Sandra Sidwell	6/5/01 9:00:00 AM	6/5/01 10:00:00 AM	Tech contact called FMS and asked about migration. FMS explained migration process and had them test the connection. They GA called back and was successful and they moved all users to the new connection and FMS changed system profiles. Issue Closed - migration complete.
263	Bug Fix	GA 719 Iowa Migration issue	Cherly Mathers	6/11/01 9:00:00 AM	6/11/01 10:00:00 AM	Tech contact called FMS and asked about migration. FMS explained migration process and had them test the connection. They GA called back and was successful and they moved all users to the new connection and FMS changed system profiles. Issue Closed - migration complete.

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264	Bug Fix	GA 735 New Mexico Migration	Sandra Moyers	6/7/01 9:00:00 AM	6/7/01 10:00:00 AM	Tech contact called FMS and asked about migration. FMS explained migration process and had them test the connection. They GA called back and was successful and they moved all users to the new connection and FMS changed system profiles. Issue Closed - migration complete.
265	Bug Fix	GA 746 North Dakota migration	Barbara Ulmer	6/11/01 9:00:00 AM	6/11/01 10:00:00 AM	Tech contact called FMS and asked about migration. FMS explained migration process and had them test the connection. They GA called back and was successful and they moved all users to the new connection and FMS changed system profiles. Issue Closed -migration complete.
266	Bug Fix	GA 747 Tenn. Migration	Dan Lee	6/12/01 2:20:00 PM	6/12/01 3:00:00 PM	Tech contact called FMS and asked about migration. FMS explained migration process and had them test the connection. They GA called back and was successful and they moved all users to the new connection and FMS changed system profiles. Issue Closed -migration complete.
267	Bug Fix	GA 749 Utah printing problem after migration.	Alice Schaeilling Alice Schaeilling	6/13/01 9:00:00 AM	6/13/01 11:00:00 AM	User id getting following error when attempting a print option in Forms 2000. "FRM-99999: Failed to execute command". "I was able to log on, complete my report and submit it just fine. When I try to run a report, I select Copy File from the Special menu and at that point I get the following error message "FRM-99999: Failed to execute command". "
268	Ad Hoc	Utah GA needed password reset	Dave Schwabnke	6/13/01 11:00:00 AM	6/13/01 11:15:00 AM	User needed password reset and new internet access link. Reset password and gave instruction on internet link. User attempted and was successful. Issue closed.
269	VDC Outage	Concurrent Manager Needed to have the script started.	FMS Operations	6/13/01 8:00:00 AM	6/13/01 8:00:00 AM	Logged into system and tried to run a system report. This action failed and after research and call to Rich Ryan we determined that the concurrent manager was not running.
270	Bug Fix	GA 709 Conn. External connection issue with Forms 2000	Jeff	6/18/01 9:00:00 AM	6/21/01 9:00:00 AM	User migrated of VPN with no problems, about two weeks later they are no longer able to hit the site. The GA systems is getting a DNS Host Error. A conference call with FMS tech arch. And Help desk is set up today at 10:00 am to close this issue and get the agency to connect. Here are the notes from the conference call. Basically the GA agency is having firewall issue with the VDC. Currently we are working with the VDC to correct firewall issue. User has a work around, they are using a stand alone machine. DNS Host corrected on Dept. of ED system. I spoke with Jeff this morning and he tested from his network, everything seems to be working. We can close this part of the ticket. We still need to get confirmation on the updates to the fms.sfa.ed.gov DNS entries, as a separate issue.

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273	Bug Fix	TX II - GA 747 Connection issue with external serve	Dianr Ivy	6/18/01 1:00:00 PM	6/25/01 1:00:00 PM	<p>User is not able to connect to the FMS SFA site, is getting the following error messages. Microsoft java compiler error - Expected ":", Microsoft java compiler error - Object expected</p> <p>We are trying to fix this issue by clearing out her Jcache in Oracle on her machine, uninstalling and reinstalling the Jinitiator, and attempting a connection from another work station.</p> <p>User tested on a second network machine this was unsuccessful, she tried the dial up machine but connection was to slow to finish.</p> <p>We are planning a conference call with the Tech contact at the agency today to resolve issue. It appears to be a network firewall issue.</p> <p>User has a work around for connecting to forms 2000. They have a stand alone machine with a dial up account to access.</p> <p>After conversing with Sandra Hynes it was determined that the Ports were not open all the way. She received a new error when she tried it that told her port 9000 was not open. User is opening port then attempting again, then calling back to confirm the link is accessible.</p> <p>Spoke with Sonya, She informed me that the security dept has concerns opening the needed ports. FMS is speaking with the security d</p> <p>User is using a dial up machine for now. Until user can get ports open.</p>
274	Bug Fix	GA 726 Michigan - Printing issue	Dennis Reilly	6/19/01 9:00:00 AM	6/19/01 10:00:00 AM	<p>User is accessing through External Web access, and cannot utilize the printing options. Reviewed system profiles and noted that they are correct. User called back, we installed a newer version of IE and then tried a printing session. Everything worked fine. Issue Closed.</p>
275	Query	Sallie Mai FTP Concerns	Wyane Parker	6/21/01 9:00:00 AM	6/21/01 9:00:00 AM	<p>Wyane Parker from Sallie Mai called to receive an update on the FMS automation process for FTP users. FMS is currently reviewing with the CRCB to start work on this issue. I have updated Sallie Mai with status that we are still in development review for the system change.</p>
276	Query	Oregon GA 741 FTP concerns	Dave M.	6/21/01 11:00:00 AM	6/21/01 11:00:00 AM	<p>The GA called concerning the FTP process. They wanted to know when the FTP process would be moved off the VPN and made into an upload from the internet. I informed them that the development process is still in review and that they should continue to use the VPN access for FTP. User had no set up with FTP or VPN as of now. I emailed FTP and VPN process instruction to them. Confirmed install and closed call.</p>
277	Query	Nebraska GA ID needed	Debra Korinek	6/21/01 1:00:00 PM	6/21/01 1:00:00 PM	<p>User needed ID and Password Closed</p>

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278	LEAPP/SLEAPP	password reset	Arlene Hannawalt	6/25/01 12:00:00 PM	6/25/01 1:00:00 PM	Arlene tried password 3 times and was blocked. Needed password reset, which was completed on 6/25/01. Issue resolved. Dwh
279	Query	Auditor request for information on GA 753	Linda Nelson	6/25/01 10:00:00 AM	6/25/01 10:00:00 AM	Auditor from Deloitte & Touche is auditing NELA (#753) and had some questions about Forms 2000 submissions. Forwarded an email to Financial partners for follow-up. Dwh.
280	LEAPP/SLEAPP	logon issue	Christine Denicola	6/25/01 11:00:00 AM	6/26/01 3:30:00 PM	User cannot get onto system and believes it is a password issue. Left message on 6/25/01 on user's voicemail to assist. Assisted user with Constance Herron's help. We reset password and also assisted in helping her ping the document.
281	Query	FTP Process question. GA 717	Tom Karnatz	6/25/01 2:00:00 PM	6/25/01 2:00:00 PM	GA had question when FTP process will be internet link for submission. Email from user. "I am Tom Karnatz from the Illinois Student Assistance Commission. Back around March and April you helped me put together our file layout to ftp the Form 2000 instead of filling it out online. Our users decided to not implement that change until the secure ftp was in place, so that they could run everything from their desktop. Is the secure ftp in place? If so, what additional things do I need to script the ftp that would be different from a non secure ftp? I am out of the office Wednesday through Friday, so there is no rush on this, since I won't get to it until July" Email user back with details on FMS's plan to automate the FTP process to a internet upload. User responded back with ok. Issue closed
282	Bug Fix	California GA user connection issue and migration	Mike gibson	6/26/01 11:00:00 AM	6/26/01 1:00:00 PM	User machine was used to test the Forms external web access and is now not functioning. All other user at GA are working fine. Val the technical contact is working with me to correct connection and complete migration of all user. Awaiting callback from Val. Client called back and migrated fine. Issue Closed.

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283	Bug Fix	CFO Issue - allotment in Oracle Financial For GA	Spence Saki	6/26/01 11:00:00 AM	6/26/01 11:00:00 AM	<p>CFO Accounting has concerns about allotment process in FMS. Reviewing issue with FMS team.</p> <p>It has come to my attention that there is a problem in processing the allotment in Oracle Financial For GA. We received weekly disbursement requests from GA. Those requests are processed against the allotment on a weekly basis. However, I understand that, at the end of the month, GA sends the accumulated payments to FMS/Oracle which FSA applies a second time to the same budget. Consequently, AD ends up with insufficient funds in the allotment account. Please take the necessary action to correct this problem.</p> <p>Thank you, Spencer Sakai, Accounting Division's Director CFO/FSA/AD, Room 4657, 202-205-4386 Spencer_Sakai@ed.gov</p> <p>Review and out come...</p> <p>The Allotment function in Oracle is working properly. The weekly pre-payments are reversed and applied against the Monthly form submissions from the GA's. These payments are not drawing down the allotment twice and causing insufficient funds in the allotment. The only issue I see is that when the GA weekly payments exceed the form submission, when the GA remits the balance of the payment due to ED then the budget authority is re-instated upon processing the payment in Oracle.</p>
284	LEAPP/SLEAPP	Greg Gerrans ID for American Samoa	Greg Gerrans	6/26/01 1:35:00 PM	6/26/01 3:55:00 PM	Greg needed an ID created so that he could enter and submit a Leap/Sleep application for American Samoa. Id created for him on and he was relayed the user ID and password. Issue closed. Dwh
285	FFEL	New York needed Acceptance date for May 2001 GA report	Tom McGraw	6/29/01 9:00:00 AM	6/29/01 10:30:00 AM	Tom McGraw did not get an email about his May 2001 GA report being accepted. He wanted the date that it was accepted to update his records. FMS help desk ran a report and determined that it was accepted on 6/19/01. Information was given to GA via phone
286	Query	GA 748 Migration Question	Lucille Santillo	6/28/01 10:00:00 AM	6/28/01 10:30:00 AM	<p>User IT contact had questions about new access.</p> <p>See email below.</p> <p>have been contacted by two of our team members who do some kind of business with you and need some assistance.</p> <p>I understand that you have changed how your external users need to access your sites.</p> <p>Can you give me some more information on how the traffic needs to flow from our site to yours. I am not sure if what the two users are doing with you are related. I guess I need to know the usual answers of: What they are connecting to? How they need to connect--special software? What do I need to open for them to connect to it? What protocol they will be using?</p> <p>I can be reached most of the time during the day at the telephone number below or by email. If there is any other information that you have that will help us make this possible, I would appreciate it.</p> <p>Thanks,</p> <p>Lucille Santillo Information Security Analyst TGS/SLC 800-252-9743 x4904 512 219-4904 lucille.santillo@tgs.org</p>

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287	Query	GA 717 Internet Upload / FTP	Tom Karnatz	6/28/01 10:00:00 AM	6/28/01 10:15:00 AM	<p>User wanted to know when internet upload would be ready. See email below.</p> <p>Todd,</p> <p>Do you have an idea when the internet upload will be available? We are going to wait for that to switch from manually entering the values on the internet.</p> <p>Thanks, Tom</p>
288	Bug Fix	GA 742 User email address change.	Eileen Grove	6/28/01 9:00:00 AM	6/28/01 9:15:00 AM	<p>User needed to have email address updated in system. See email below.</p> <p>Hello, Eileen Grove at PHEAA email address appears not to have been changed in the system from her former name (Hooks). Would someone look into making this change so that Eileen is notified timely at her correct email address:egrove@pheaa.org, and advise her and me of correction? Thank you.</p> <p>Vincent Clark Partner Services</p>