

Num	Area	Issue	Resolution	Notes
100	Application Functionality: Advertising			
201a	Customer Service	iSky is not being used for customer service.		Remove requirement.
201b	Customer Service	iSky is not being used for customer service.		Remove requirement.
209	Online Static Tutorial	Are we doing this?		

Issue #	Issue Description	Date Started	Date Completed	Impact	Progress/Resolution	Effort (hours)
100 eServicing						
101	eServicing-DLSS Interface: Communications between the OpenVMS DLSS production server and eServicing are down.	3-Jul-02	3-Jul-02	Files were not being transferred between systems during outage.	Issue is resolved. The eServicing machine at 172.27.248.6 was down. When the eServicing system was restarted, the Data Integrator product did not start. The EAI team started Data Integrator. Bob Smith of ACS was advised to tell Haimeth (the individual supporting eServicing) that he needs to update the startup scripts.	2
102	eServicing is missing a file. Tony Taylor of eServicing called and stated that a July 22 file is missing on the DLSS side.	26-Jul-02	26-Jul-02	N/A	Investigation showed that the file never got off the ESVCP1 machine. Tony is responsible for sending the EAI team the command used to initiate the Data Integrator file transfer. As of mid-August Tony Taylor did not forward the required information so the EAI team has closed the issue.	2
103	eServicing is not receiving files from the Open VMS machine.	31-Jul-02	31-Jul-02	Files were not being transferred between systems during outage.	Issue is resolved. eServicing had taken the machine down and brought it back up. They did not start the mq listener, mq, or DI. EAI team started all three and eServicing began receiving files again.	2
200 SAIG						
201	Alerts were being generated when the Data Integrator status queues were filling up.	12-Jul-02	Ongoing	Channel throughput is slow.	Resolved with Data Integrator tracking sub system is moved to production.	2
202	Messages sitting on SAIG queue too long.	17-Jul-02	Ongoing	Data Integrator transfers are slowed.	Resolved with Data Integrator tracking sub system is moved to production.	2
300 COD						
301	COD Data Integrator Issue - DLSS. COD is unable to transfer files to BUS queue manager.	5-Jul-02	8-Jul-02	Files were not being transferred between systems during outage.	Resolved. The EAI team informed COD that target directories are case sensitive. COD changed the case and resent the files.	3
302	COD - Borrower Validation Timeouts	8-Jul-02	8-Jul-02	The real-time Borrower Validation interface was having intermittent system outages.	Issue resolved. COD fixed CICS transaction abends (failures).	6
303	TSYS, Schools, and customer service were unable to track batches of production data. Issue is that files were being sent improperly, sent with invalid data, or not sent at all.	3-Jul-02	Ongoing	Files never received by COD and responses from COD were never received by schools.	Manual intervention when problems brought to attention of EAI team. A permanent solution (adding batch id to SAIG header) is being worked on.	100
304	EAI->COD MQSeries outage: COD security subsystem was rejecting all connections from EAI.	22-Jul-02	22-Jul-02	All MQSeries traffic between COD and EAI was interrupted on Friday July 19, 2002.	Resolved. COD corrected the problem.	4
305	TSYS/COD stated that they have not received Pell transactions since July 19, 2002	23-Jul-02	23-Jul-02	N/A	Investigation of all queues on bus, FMS system and transaction log revealed that FMS processed the transactions and sent them to TSYS. Since TSYS does not log when they pull the messages off the queue or when they process the messages we cannot prove that they actually received the transactions. However at 4:00 pm Heather Wilson of TSYS said the transactions had shown up. We recommended that TSYS update their program to log the date and timestamp of when the message arrives on the queue and when they process the message.	7
400 LoWeb						
401	LoWeb - COD Credit Check interface not responding.	15-Jul-02	20-Jul-02	Credit check interface having intermittent system outages.	Resolved. LoWeb is receiving Credit Check timeouts. This is an ongoing intermittent problem. A conference call with COD/EDS was scheduled on July 18, 2002. It was agreed upon that future timeouts will be escalated to COD help desk for immediate investigation. EAI-COD CICS application was abending. The offending transaction was corrected by COD.	15
500 FMS						
501	FMS-EAI Bus: Data Integrator was stopped.	3-Jul-02	3-Jul-02	Message not sent during outage.	Data Integrator had been stopped on the machine. Once the EAI team started Data Integrator the messages were sent.	1
502	FMS-COD claim missing Pell transactions.	12-Jul-02	26-Jul-02	Manual intervention is required to start process that generates Pell transactions.	Issue is resolved. After many hours of investigation on the FMS side and the EAI bus, it was discovered that FMS must manually kick off the process to generate the Pell transaction. The person that normally does this is out of the office. The process will eventually be automated, but as of now it is manual.	20
600 PEPS						
601	hpk2 - PEPS - MQMON issue: PEPSP1 queue manager was not responding to application requests.	21-Jul-02	21-Jul-02	Files were not being transferred between PEPS and EAI Bus.	Resolved. It was noticed that many mqmon/runmqsc processes were running on the server. These processes were captured in -mqm/mqmain/mqmon.txt and runmqsc.txt. The processes were terminated. The AIS organization was informed of problems with MQSeries monitoring software.	3
Total Effort July						167