

EAI 3.0 - Application Maintenance Services Report						
Issue #	Issue Description	Date Started	Date Completed	Impact	Progress/Resolution	Effort
100	eServicing					
101	Support for eServicing.	03-May-02	03-May-02	None.	Channel problems.	1 hour
102	Support for eServicing.	28-May-02	28-May-02	None.	DI issues.	1 hour
200	DLSS					
201	Troubleshooting for MQSeries upgrade.	03-May-02	03-May-02	None.	Determined where the problem was with the upgrade. The problem was invalid user input.	5 hours
202	Data Integrator errors.	06-May-02	06-May-02	None.	User did not have access to create a file on the Unix side. There was an invalid directory reference in the script file. Both problems have been fixed.	1 hour
203	Support of MQSeries upgrade on CRDEV2 development server.	09-May-02	10-May-02	None.	System now at OpenVMSv7.3-1 & MQSeries v5.1	15 hours
204	Data Integrator message size calculation was optimized.	09-May-02	09-May-02	None.	The message size was calculated for the file transfer. The script was changed to remove immediate qualifier in order to make the messages persistent.	1 hour
205	Create script file for upgrade on DLSS Production	16-May-02	16-May-02	None.	Script file created to modify MQ objects so they are v5.1 compliant.	1 hour
206	COD/FMS (TSYS) Support. Data load into IntCom Table.	17-May-02	21-May-02	None.	Mass load of data into table	13 hours
207	Bob Sutton had problems submitting a script via the batch handler.	22-May-02	23-May-02	None.	MQSeries is only installed on one node in the cluster. Bob had to resubmit the job on the node running MQ.	1 hour
210	Investigate slow response time for CFEL load.	23-May-02	23-May-02	None.	The application took 3.5 hours to load approx 4900 records on the queue. Developer Jim Barnes agreed to send the TSYS program to EAI SME's for troubleshooting, but TSYS management did not allow source code to be sent to EAI SME's.	4 hours
208	Support of MQSeries upgrade on production.	25-May-02	27-May-02	None.	Complete.	11 hours
209	Dataintegrator issues with Bob Sutton.	28-May-02	28-May-02	None.	DI Scripting problems.	1 hour
300	Production Support					
301	Supported installation of mq start-stop scripts on EAI HP-UX Servers.	05-May-02	05-May-02	Preventative maintenance.	Complete.	4hours
302	Supported mq start stop scripts on EAI Sun Servers.	07-May-02	07-May-02	None.	Complete.	4hours
304	PEPS	08-May-02	08-May-02	Data Integrator configuration file corrupted.	Correct File.	2 hours
303	AMI Application failure on LOWeb.	09-May-02	Open	LoWeb Borrower validation interface failed.	Apply MQSeries patch CSD04.	12 hours
305	Incorrect queue definition of TSYS resulting in 5000+ dead letter queue messages.	10-May-02	10-May-02	These messages were not application data, they were tracking data. As a result, there was no impact to applications.	Definition of queue was corrected.	2 hours
306	There was an internal database problem on SU35E16.	14-May-02	14-May-02	MQSI components running on that box will be down until this problem can be fixed.	The database problem has been fixed. MQSI is up and running on SU35E16.	2 hours

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307	Problem with file at TSYS which prevented additional files be sent from SAIG. There was a problem with a file on the CPQ2396.INH.GP00.ERFRBUS GDG which prevented any additional generations from being created.	15-May-02	15-May-02	An eight hour outage for SAIG interfaces. During this time school files that were sent could not be forwarded to COD.	Work with TSYS production support to correct file. Restarted production.	8 hours
308	A channel from one of the EAI servers to LO Web server did not start as it should have.	15-May-02	15-May-02	None.	It was manually started.	1 hour
309	SAIG Records are too long because Banner software adds characters to data. As a result, TSYS will not accept data.	30-May-02	Ongoing.	Inability to process school data causes delays in notifying schools of this fact.	Source of problem identified as Banner SW used by some schools. The problem is ongoing.	24 hours
310	Invalid MPN ID's returned from COD application.	30-May-02	5-Jun-02	None.	A ticket (number 0215162) was opened with the CSC command center.	10 hours
400	FMS					
401	FMS adapter hangs with no errors after processing 60-80 messages	29-Apr-02	17-May-02	All messages may not be loaded into or retrieved from FMS successfully. The adapter needs to be stopped and started in order for it to continue to process.	(4/29/2002) Monitored transactions being sent between COD and FMS. Restarted application numerous times. Recreated problem in dev/test environment. (3.5 hours) (4/30/2002) Open a problem management record (PMR) with IBM regarding this problem. (.5 hour) (5/1/2002) Sent requested trace files to IBM. (.5 hour) (5/3/2002) Sent requested trace files to IBM. (.5 hour) (5/8/2002) IBM reports that the problem is caused by thread locking in the AML. They will build and send out an efix for this problem. (0 hour) (5/10/2002) Recieved efix from and requested that be installed in test. (1 hour) (5/14/2002) Tested efix in our test environment and was unable to recreate the problem. Tested successfully using 2500, 5000, 12000 records. Requested that the fix be applied in production during the 3am-8am window when COD and FMS will not send transactions to one another. (1 hour) (5/17/2002) Efix was installed on HPV2. (0 hour)	7 hours.
402	MQSI component on SU35E14 cannot handle invalid data sent by COD.	7-May-02	13-May-02	When invalid data is sent by COD, it cannot be processed successfully. While that messages is on the queue, it blocks other messages (valid or invalid) from being processed.	(5/7/2002) Went through traces and system files and determined that the problem is caused by MQSI CSD 3 not being applied. (2 hours) (5/13/2002) MQSI CSD 3 was installed on SU35E14. (0 hour)	2 hours.
403	MQSeries could not send messages to FMS queue manager.	15-May-02	15-May-02	MQSeries messages that are destined for FMS are held in the SYSTEM.TRANSMIT.CLUSTER.QUEUE on the Bus.	(5/17/2002) Walked Ed Young from AIS through starting the cluster channel on the FMS system. It is unclear why connectivity between FMS and the Bus could not be established. (1 hour)	1 hour.