

## PRE PRODUCTION SUPPORT TICKETS

HelpDesk Ticket Number	SLA Severity	Status	Issue Summary	Comments	Date Submitted
9237	Medium	Resolved	Error accessing report builder data source from outside Fei	Defect 9236 was created	9/24/2018 3:37 PM
9260	Medium	Active	Treatment Episode and Acute Care Data Sets not evaluated	Reported By: Wen Cao	9/25/2018 12:00 AM
9268	Medium	Resolved	Delete Submitting Entity Error	Reported By: Scott Diestelhorst, per (Stage 1, Req 9.14, Item 14)	9/25/2018 10:40 PM
9280	Medium	Active	Upload via SFTP error	Reported By: Jennifer Ramirez	9/25/2018 1:27 PM
9281	Medium	Active	Question on Providers Testing date	Reported By: Pete White	9/25/2018 1:31 PM

## OUTSTANDING TICKETS

HelpDesk Ticket Number	SLA Severity	Status	Issue Summary	Comments	Date Submitted
9131	High	Active	Submission Screen Gets and Error and Stays blank with Acute Care data - SFTP	Reported By: Michael Lupton	9/18/2018 11:00 AM
9154	Medium	Active	Treatment Episode file Errors Message unclear	PBI 9240 created for review	9/19/2018 4:31 PM
9155	Medium	Resolved	Treatment Episode data set mapping errors	Data issue fixed in UAT environment. Defect 9194 opened for permanent fix	9/19/2018 4:35 PM
9164	Medium	Active	Unknown Error Processing File Waitlist file 'Http failure response'	Triage Meeting with developers 9/25 3:30pm	9/20/2018 9:31 AM
9167	Medium	Active	Error when searching for submission 'Http failure response'	Reported By: Jesse Lindsey	9/20/2018 10:52 AM

9177	Medium	Active	One Error in Treatment Episode of NFETC not appears in NEFSH	This was resolved by updating the vocabulary. Will review the error message with PBI 9195.	9/20/18 2:09 PM
9189	Medium	Resolved	TreatmentEpisode: Data link Error 'Cannot find matching ProviderClient'	User not correctly following validation rules	9/21/18 11:32 AM
9213	Medium	Active	Testing Window Question on Hours of Availability	Reported By: Jennifer Ramirez	9/24/2018 9:19 AM