

## PRE PRODUCTION SUPPORT TICKETS

HelpDesk Ticket Number	SLA Severity	Status	Issue Summary	Comments	Date Submitted
9295	Medium	Active	TreatmentEpisode: Error "A discharge must have exactly one Outcome Measure"	Reported By: Wen	9/26/18 2:47 PM
9310	Medium	Active	TreatmentEpisode: Required error for Substance Abuse program	Reported By: Chris Chung	9/26/2018 10:06
9312	Medium	Active	Acute Care requires Subcontract number: Question for facilities with blended funding.	This was forwarded to the External FASAMS Support email.	9/26/2018 10:50 AM
9315	Medium	Active	TreatmentEpisode: Within Discharge, DiagnosisCode appear once Error	Reported By: Wen	9/26/2018 11:19 AM

## 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	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 and network specialists scheduled 9/26 pm	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
9213	Medium	Resolved	Testing Window Question on Hours of Availability	The system has a weekday maintenance window between 4:30 pm and 5:30 pm EST. Other than that the system will process the files.	9/24/2018 9:19 AM
9237	Medium	Resolved	Error accessing report builder data source	Defect 9236 was created	9/24/2018 3:37 PM
9260	Medium	Resolved	Treatment Episode and Acute Care Data	The files were eventually processed.	9/25/2018 12:00 AM
9268	Medium	Resolved	Delete Submitting Entity Error	This is working per requirements. (Stage 1, Req 9.14, Item 14)	9/25/2018 10:40 PM
9280	Medium	Closed	Upload via SFTP error	Advised to select the Upload folder, under her submitting entity and to	9/25/2018 1:27 PM