

## INF42 Potential Points of Failure for Interface Transactions – Troubleshooting Guide



<b>INF42 – Time and Labor Interface</b>				
<b>Day/Time</b>	<b>Process Step</b>	<b>Potential Issue</b>	<b>Responsibility for Detection/Resolution</b>	<b>Mitigation/Troubleshooting Procedure</b>
Day 1 by 5pm	Agency transmits file to Mainframe	1. Desired Dataset does not exist or user does not have permissions to upload to that dataset.	Agency/Agency	1. Agency contacts top secret administrator to obtain access.
Day 2/6pm – 7am	Batch Runs INF42/46 Inbound Time and Labor Transactions	2. Filename is incorrect. Naming Convention: “XX.TOSHRP.KAGYTL42.DONN” (XX = two-letter MVS agency identifier)”	SHARP Team/SHARP Team	2. Review the filename on mainframe. If incorrect, ask agency to submit a new file with correct filename and remove the file with the incorrect name.
		3. SHARP transfer process is not setup properly to select files from the XX.TOSHRP dataset on the mainframe, or isn’t configured to pick up the interface file.	SHARP Team/Tech Arc	3. Contact SHARP tech arc to update SHARP File transfer procedure.
	Process INF42	4. Control Totals are incorrect.	Agency/Agency	4. Agency access error file on the mainframe to determine if there were errors, then submits a corrected file.

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