

## Troubleshooting ILI exports

If you think your site is exporting data but actually is not, check the following items:

- 1) Check to see if the job “APCL QUEUED SURVEILLANCE ILI” is scheduled in TASKMAN to run every night.
- 2) Look in “export directory” to see if the files are being created. A FLU\_asufac\_yyyymmdd.txt file should be created every day and a FLUPOP\_asufac\_yyyymmdd.txt file should be created once or twice a month – on the first and the 15<sup>th</sup> of each month.
- 3) Check to see if the auto ftp process (the SENDTO command) is working.
- 4) There is an option called “Update Surveillance Export Stop Date”. The value for this option should be blank.
  - a. Under PCC Management Reports
  - b. Choose OTH - Other PCC Management Reports/Options ...
  - c. Choose USSD - Update Surveillance ILI Export Stop Date
    - i. This option is used to set a stop date for sending ILI surveillance visit data to IHS/CDC.
    - ii. DATE: =====> **MAKE SURE THIS IS BLANK, if it isn't type an "@" to delete the date**
    - iii. When the nightly export runs, it will check this date. If the stop date is less than the export date, no data will be exported.
      1. For example, if you want to have the export of data stop on August 1, 2009, then enter that date here. If you want to continue the export indefinitely, select a date in the future.
- 5) Check the error log to see if the job is failing at any point along the way. This would most likely be the case if the FLU\_ and/or FLUPOP\_ files are not being created.