Troubleshooting ILI Exports

If your site is not sending FLU export files, 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 your .../pub/export directory to see if the following files are being created.
 - a. File FLU_asufac_yyyymmdd.txt file should be created every day
 - b. File FLUPOP_asufac_yyyymmdd.txt file should be created once or twice a month on the 1st, and on the 15th if it had not been created on the 1st.

Be aware that all FLU and FLUPOP files are deleted from the /pub/export directory if they are more than 7 days old.

3. Check to see if the auto ftp process (the SENDTO command) is working. Check the IP address, user, and password to the IHS Integration Engine. Contact either of the below contacts for the IP address, user and password to the server. If you don't receive a response after sending email to <u>HQ_OPHS_Disease_Surveillance@ihs.gov</u>, send an email directly to larry.layne@ihs.gov.

- a. HQ/OPHS Disease Surveillance (email HQ_OPHS_Disease_Surveillance@ihs.gov).
- b. Chris Blair at OIT User Support (IHS) (email support@ihs.gov).
- 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'.
 - This option is used to set a stop date for sending ILI surveillance visit data to IHS.
 - DATE: ==> MAKE SURE THIS IS BLANK, if it isn't type an "@" to delete the date
 - 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.
 - 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.

6. Check that the 'Existing User' for the scheduled task has 'Write' access to the ... pub/export directory.

- 7. If the FLU or FLUPOP files are not being created, then do the following:
 - a. Check 'Existing User' in the scheduled task to make sure there is a valid 'Division' in 'Select Division'.
 - b. The 'Division' is the name of the facility for the exporting ASUFAC.
 - c. The programs creating the export files require this 'Division' to be populated.
 - Go to the 'Edit an Existing User Menu' to verify, correct, or add the 'Division'.
 - See below sample screen print of the 'Edit an Existing User' menu of the 'Existing User' of 'Taskman, Proxy User'. Enter a valid facility name.

Edit an Existing User		
NAHE: TASKHAN, PROXY USER		Page 1 of 5
NAME TASKMAN, PROXY USER	INITIA	il. :
TITLE:	NICK NAM	E:
SSN:	00	8:
DEGREE :	MAIL COD	E:
DISUSER:	TERNINATION DA	TE:
Termination Reason:		
PRIMORY HENU OPTION: Select SECONDARY MENU OPTIONS: Want to edit ACCESS CODE (Y/N): Want to edit UERIFY CODE (Y/N):	-1 File Manager access cod	Æ:
Select DIVISION: SERVICE/SECTION:	YOUR SITE NAME Business office	
COMMAND :	Press <pf1>H f</pf1>	or help <u>Insert</u>