

APPENDIX A - TECHNICAL SUPPORT

Overview:

This appendix contains technical requirements to run the Travel Management System (TMS) and addresses attributes within a network environment that may affect TMS.

TMS is a DOS-based program written in MicroFocus COBOL. TMS has been designed specifically for Louisiana State Agencies, to provide automated processing to support travel reimbursements and related transactions and to provide a method of creating a file of records to interface to ISIS. Although TMS is not an ISIS sub-system, selected transactions can be interfaced to ISIS.

Agencies or departments interested in starting on TMS will first contact OSIS and supply all necessary information. When an agency is ready to start using TMS, OSIS and/or the TMS vendor will install the software at the agency. OSIS will supply the agency with necessary documentation relating to the implementation.

The following topics are addressed in this appendix (call the ISIS/OSIS Help Desk at 342-2677, option 5, for additional information):

- ▲ Technical agreement form (ISF044)
- ▲ Minimum hardware requirements (including printer)
- ▲ Initial set up for interfacing travel file to ISIS and AFS Input Interface form (ISF024)
- ▲ Correct mapping to access program files
- ▲ Disabling write-behind caching on workstations
- ▲ Data and program backups, database saves (user generated)
- ▲ Restoring from a backup copy
- ▲ Installing new versions of TMS
- ▲ "Important process" tracking log
- ▲ Corrupt files and rebuilding

Some agencies also use a *separate* Bank Reconciliation program that shares some data files with the Travel Management System. Please contact OSIS for more information on the TMS Bank Reconciliation program.

- ✓ A few agencies that use this program receive a file of paid items from Bank One each month and the TMS Bank Reconciliation program can load these transactions to the check history files to indicate which items are paid and produce a reconciliation report.
- ✓ Other agencies that use this "bank recon" program manually change checks from "outstanding" to "cleared bank." A list of outstanding checks can then be printed to aid in reconciling the bank statement.

******* *When ISIS software runs on an agency's local network and PC, OSIS has limited ability to provide support. TMS resides on the agency's network and/or PC and is affected by the agency's in-house software and operating system.*

*Each agency that uses TMS must designate a technical person who will become familiar with the TMS software and how your network environment, printer and PC can affect TMS (see Technical agreement form ISF044, on the following page). Please use this same form to designate any changes to your agency's technical support representative for TMS. ****



**INTEGRATED STATEWIDE INFORMATION SYSTEMS
TRAVEL MANAGEMENT SYSTEM (TMS)
TECHNICAL SUPPORT AGREEMENT**

It is the mission of OSIS to support all ISIS software. However, when ISIS software, such as the Travel Management System (TMS), runs on an agency's local network and PC, OSIS has limited ability to provide support.

ISIS software that resides on the network and PC is affected by the agency's in-house computer software. Each agency is unique and has their own set of in-house software. OSIS's limited staff is unable to supply support personnel for each agency.

Agency agrees to designate a technical person who will become familiar with the TMS software, especially the interrelationships between TMS, the network environment, the printer, and the PC. Agency's users of TMS will report any problems with TMS to the agency's designated technical support person. If the agency's technical support person cannot resolve the problem, OSIS will provide the assistance needed to identify the source of the problem.

If agency's support staff and the OSIS support staff determine that the problem is a flaw in the TMS software, OSIS will arrange with the vendor to correct the problem. If the problem is a network problem, they will determine if the problem is on the DOA side of the interface or on the agency's network. If the problem is on the DOA side of the interface, OSIS will see that the problem is corrected. If the problem is on the agency's network or software, the agency's software person will need to resolve the problem. The agency may contract directly with the vendor or some other outside consultant to provide technical support for running TMS on agency's network.

The agency agrees to designate a technical person (s) to become familiar and assist in supporting TMS as stated above.

Agency Director / Secretary

Name (Please Print) _____

Title _____ **Telephone** _____

Signature _____ **Date** _____

Agency TMS Supervisor

Signature _____ **Date** _____

Technical Contact / Phone Number _____

E-mail address _____

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A.1 Minimum Hardware Requirements

TMS is designed to operate on either a standalone PC or a local area network (LAN). It is programmed in MicroFocus COBOL and only requires a workstation that can run DOS-based applications. If running in a network environment, the network administrator may dictate certain requirements. The traffic on the network and the size of the agency's TMS files will also affect the speed of transactions. Some users find it helpful to close all other applications on their desktop while running TMS.

Access to TMS must be set up on *each individual workstation* and a Login ID assigned to each user to gain access to the system. Each user must also have full permissions to the program drive and the data drive. A user with "Master" access will add and maintain Login ID information from the Reference Processing Menu within TMS (see Section 3.1, Login and Password Maintenance). A list of all Login IDs and permissions can be produced from the Reference Processing Menu, "Confidential Security Report."

Printer Requirements

Laser printers with specially programmed signature cartridges are used with the Travel Management System. Check printing should be done on a local printer and this printer is often reserved for check printing only because of the specialized printer cartridge (required for the "micr" coding on the checks).

Most agencies are currently using a signature cartridge that is inserted only when printing checks. The vendor that the agency buys the printer from will program the signature on the cartridge. OSIS and/or the TMS vendor will assist in the initial set up of the printer when TMS is first installed at the agency.

Helpful Hints

- ✓ *The printer must be off when inserting or removing cartridge and must also be powered off and back on if any printer settings have been changed.*
- ✓ To print reports in landscape orientation, copy the land009.fnt file from the program directory to the directory where the data files are stored.
- ✓ Each Logon ID is assigned a "default printer" which must be a valid entry on the System Default Maintenance screen (see Section 3 - Reference & Setup Processing). If a certain user is unable to print checks or reports, verify the Login ID is pointing to the correct port.

USING FTP FOR FILE TRANSFER TO ISIS

What you need:

1. TCP/IP access to the Internet and FTP software.

If your agency does not have FTP software, you may be able to download and use FTP software from the Internet (www.ipswitch.com has Winsock FTP available free of charge to government and other non-profit users).

2. A CICS user ID with permissions to update the designated file(s) on the DOA mainframe (*these permissions can be added to a new or existing ISIS User ID*). Contact OSIS for assistance in requesting a user ID or adding the permissions to an existing user ID (each of these forms are available on OSIS' web page, www.state.la.us/osis).

In the interface process:

- The agency will transmit an interface file generated in TMS to ISIS via FTP software, as often as once a day, before 8:00 pm on workdays.
- This file is sent to an agency-specific dataset on the DOA mainframe
- The interface dataset will then be processed to AFS (financial system) in the ISIS overnight processing
- Check(s) to reimburse the travel imprest account will be issued from AFS

Set up of WS_FTP

These instructions were compiled for WS_FTP 3.0 and may or may not be applicable for your software (to secure a copy of WS_FTP 3.0 please contact OSIS). Setting up a session profile will simplify the use of FTP for your users.

Open WS_FTP by double-clicking the WS_FTP icon.

- A. Click **New** to create a new session profile.
- B. The **Profile Name** can be anything, for example MVS_DOA.
- C. The **Host Name** is MVS.DOA.STATE.LA.US
- D. The **Host Type** is IBM MVS.
- E. **User ID** is your CICS (ISIS) userid.
- F. Leave **Password** blank. You will be prompted for the password for your CICS userid when you start the WS_FTP session.
- G. **Account** should be blank.
- H. **Remote Host** should be blank.
- I. The **Local PC** is the drive letter and directory where the file to be transferred is located.
- J. Click **Save** to save the new session profile.

- K. If the command line option will not be used,
1. Click on **OK**.
 2. Enter password and press ENTER.
 3. Click on **Options**.
 4. Click on **Session Options**.
 5. In the File Names section, click on the box labeled **Prompt for Destination File Names**. An "X" should appear in the box.
 6. In the Transfer Mode Section, choose the mode appropriate for the data being transferred. *If the data on the local PC is ASCII, click on the circle labeled ASCII (Use this option for the ISIS tm-iisis.dat file).*
 7. Click on **Save as Default**.
 8. Click on **Save**.
 9. Click on **Exit** and close WS_FTP.

(optional) To use the command line option to automate the file transfer, do the following:

- A. Single-click on the WS_FTP icon to highlight it.
- B. Click **FILE** in the Program Manager
- C. Click **PROPERTIES**
- D. On **COMMAND LINE**, after the executable (i.e., WS_FTP.EXE), add

local:drive:\full_pathname [-ascii] MVS_DOA:ISO3P.SEQ.IF.IITRVXXX' (where XXX is your ISIS agency number)

Example: c:\ws_ftp.exe local:c:\isis\tm-iisis.dat -ascii mvs_doa:'is03p.seq.if.iitrVXXX'

Notes:

- 1) *drive:\full_pathname* is the full path name (including drive letter) of the interface file on the local PC.
- 2) use -ascii (for the tm-iisis.dat file) option if the file contains only ASCII characters (**MUST USE THIS OPTION FOR ISIS FILES**).
- 3) *MVS_DOA* is the name of the session profile you created.
- 4) *'ISO3P.SEQ.IF.IITRVXXX'* is the name of the destination file on the DOA mainframe *enclosed in single quote marks*.
- 5) Click OK.

Using WS_FTP

If the command line option is being used:

1. Double-click the WS_FTP icon
2. Enter the password for your CICS userid when prompted.

The transfer will proceed automatically. The session profile, local and remote files used by the session will be those previously specified on the command line associated with the icon.

If the command line option is **not** being used:

1. Double-click the WS_FTP icon.
2. Click **OK**.
3. Enter the **password** for your CICS userid when prompted.
4. Double-click the **file** to be transferred. (It should appear in the lower half of the 'Local System' box, located on the left side of the WS_FTP window.)
5. Enter the name of the remote file in single quotes (e.g., *IS03P.SEQ.IF.IITRVXXX*) when prompted.
6. Click **OK**.
7. When the transfer is complete, click **CLOSE** (located at the lower left corner of the WS_FTP window).
8. Click **EXIT** (located at the lower right corner of the WS_FTP window).

Helpful Hints

- ✓ OSIS does not recommend using the command line option to automate the file transfer. If the user knows a little about the FTP software, he/she may be able to solve some of their own problems.
- ✓ WS_FTP and other similar products have a "log" of session activity which is very helpful when researching any problems with FTPing to the DOA mainframe (look for **Log Wnd** button or something similar).
- ✓ The interface file may normally be sent at any time before 8:00 p.m. on weekdays. Contact the ISIS Help Desk for an update on any scheduled downtime.
- ✓ The data will be collected for input into the ISIS daily batch cycle and the dataset will then be initialized to receive data for the next work-day's cycle.
- ✓ If a user has to go through a firewall to FTP a file, ensure they are aware of any extra steps to be taken and make sure that they are notified if any changes are made that may affect their interface to ISIS.

******* *On pages 11 - 12 are the ISF024 form and instructions to set up the interface to ISIS. This form is also used to add additional ISIS agency numbers to an existing agency interface or to grant additional user IDs permission to interface to the dataset. ****

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INTEGRATED STATEWIDE INFORMATION SYSTEMS
ISIS AFS Input Interfaces

Agency No.:					
Department/Agency Name:					
Agency Contact Name:					
Address:					
City/State/Zip:					
Phone:			FAX#:		
Agency Interface System: TMS					
For Agency Numbers:					
AFS Transactions: (check all that apply)	<input checked="" type="checkbox"/>	PV			J4
		PV2			J5
		MW		<input checked="" type="checkbox"/>	J6
		CR			PBDF
Transmission Method: (check one)	<input checked="" type="checkbox"/>	FTP			
		TSO XMIT			
		RJE/NJE			
		Tape (Tape Label: _____)			
Userids Assigned Permission:					
Agency Approval:				Date:	
OSIS Approval:				Date:	
DATA SET NAME ASSIGNED: IS03P.SEQ.IF.IIYYYYXXX					

ISIS AFS Input Interfaces (ISF024)

Agency No: 3 digit AFS agency number

Department/Agency Name:

Agency Contact Name: Agency person to contact regarding information about this interface

Address:

City/State/Zip:

Phone:

FAX#:

Agency Interface System: Name of the agency's system producing the AFS transactions.

For Agency Numbers: The specific 3 digit AFS agency number(s) for which AFS transactions are sent.

AFS Transactions: The AFS transactions being produced by the agency system to be sent to AFS.

Transmission Method: FTP

Userids Assigned Permission: The ISIS "Z" Userids that are authorized by the agency to store the AFS transactions, produced by the agency's system, on the DOA mainframe for AFS to process.

Agency Approval: Agency official granting approval for this agency system and the listed Userids to systematically interface to AFS.

OSIS Approval: OSIS official granting approval for the necessary work to set up and process the designated agency system interface.

DATA SET NAME ASSIGNED: The name of the file assigned on the DOA mainframe for this agency system interface. This file is where the agency's AFS transactions are stored in order for AFS to retrieve and process them. This data set name is assigned by OSIS.

A.3 Correct Mapping

Purpose To establish a user's connection to the proper drive or directory in order to access TMS program and data (if unable to maintain the application files on the "T" drive).

Cross Reference Reference & Setup Processing - Section 3

TMS is written to look for program files on the "T" drive, thus each workstation/user that accesses TMS must be mapped to the "T:" drive (Mapping connects to a shared directory or drive on the network) . This may be done in the user's logon script or by setting up a batch file for the user to run each day. Some agencies map the T: drive to another network drive (e.g., T: is F:\apps\tmsisis\).

After identifying where the program files are located, the command line to run TMS will be run from this target directory with the following command: **xm.exe +jmr tms** A sample command line is f:\apps\tmsisis\xm.exe +jmr tms.

This is the main menu that displays after a user *successfully* logs on to TMS, if mapped to the T: drive correctly and with appropriate permissions.

```

JB                Office of Statewide Information Systems                Tuesday   06/29/1999
.....
•Version 1999.06.16                Travel Management System                •
.....
•
•      1.  Travel Processing                •
•      2.  Expense Voucher Processing        •
•      3.  Manual Check/Deposit Processing   •
•      4.  Payroll Payable Processing        •
•      5.  Report Processing                •
•      6.  Reference Processing              •
•      7.  Check Processing                  •
•      8.  ISIS Interface Processing         •
•      9.  Check Request Processing          •
•
•      10. Set Default Printer                •
•      11. Change Login                      •
•
•      15. Database Saves Last DATABASE SAVE Run 06/24/1999 •
•      16. Database Loads                    •
•
•      Menu Selection                        Login: JB
•
.....
F10=Return to DOS Enter=Send
    
```


A.4 Disabling Write-Behind Caching

Purpose To prevent data from being lost if workstations are caching.

Cross None

Reference

Disable write-behind caching on **all workstations** with TMS access, if TMS files are on a network drive and multiple users may access the files at any time.

Any caching being done on the network drive **does not** need to be disabled.

******* *If workstations are caching and users are writing to the same files simultaneously, data could be lost.* *******

To turn off write-behind caching if running Windows 95 or Windows 98 (*On each user's PC*):

- Go to "My Computer"
- Right click for menu and click on "Properties"
- Click on "Performance" Tab
- Click on "File System" Button
- Click on "Trouble Shooting" Tab
- Click on "Disable write-behind caching for all drives"
- Click on "Apply"
- Click on "OK" until exit Properties

For other operating systems, check with technical support for that vendor, for instructions on turning off write-behind caching.

A.5 Database Backups and Saves

***** Because TMS files are stored locally on an agency server or individual workstation, systematic backups and database saves are crucial. *****

Purpose The database saves are the most critical activity within TMS. For this appendix, we will distinguish between database backups and database saves.

Cross Database Saves - Section 2.1

Reference Reference and Setup Processing - Section 3

Database Backups: Saving data and program files in case of user error, hardware problems and software problems. These backups may be initiated by an individual or by a network administrator. Involves copying files to a different drive, diskette and/or tape.

We recommend backups be done each day, labeled, and daily backups be kept for at least two weeks. If a problem arises, you will be able to restore files back to a certain date.

Database Saves: Saving data files within the TMS program. This is a *user-initiated process* that will save all data files. (See Section 2.1 - Database Saves). A sample of the screen the Database Save is performed from is shown below (accessed from the TMS Main Menu).

```

MASTER      Office of Statewide Information Systems      Thursday 06/24/1999
.....
                Database Saves
.....
      Insert   TMS DATA BACKUP  Diskette/Tape in G: Drive then Save
      Output Data File = G:TMSI-BAK.B01
.....
                Database Rec  Saved Rec    Database Status
.....
• Employee Master.....          0          0
• Exp. Voucher File...          0          0
• COPD Master File....          0          0
• Travel Auth File....          0          0
• Travel Exp File.....          0          0
• Payroll Payable.....          0          0
• Check History File..          0          0
• Check Request File..          0          0
• Budget Data.....           0          0
• Reference Data.....          0          0
• Special Meals.....           0          0
• Important Proc Trk..          0          0
• Replacement Check...          0          0
.....
Escape=Return F3=Save
    
```

- TMS requires that a save be done every other day or access will be denied (unless the user's Login ID has MASTER access).
- A database save can be run as often as necessary and it is beneficial to do a save before any critical process (checkwrite, purge process, etc.).
- If your agency has a large volume of data, saves may run faster early in the morning or late in the afternoon when network traffic may be lighter.

******* *When the Database Save process is finished, TMS will print a report showing each type of file saved, the number of Database records and the number of records saved (prints at default printer for the Login ID that executed the save). It is important to keep a file of this report in case a "Database Load" is done, to compare and verify that all records are restored (see "Restoring from Backups", next section). ****

Where are Database Saves Stored?

TMS will save all data files to the drive specified on the System Default Maintenance screen (Reference Processing-Option 2, see Section 3.2 System Default Maintenance) in the "Backup Floppy/Tape Drive" field (see screen sample below). This screen is accessed from the Reference Processing Main Menu - option 2 - System Default Maintenance.

```

JB      Office of Statewide Information Systems      Tuesday 06/29/1999
.....
      System Default Maintenance
.....
      Backup Floppy/Tape Drive: G:                      Network: Y
      Century: 19
      Printer 1 Port: LPT1: Laser: Y Network Q-Name: BLAH
      Printer 2 Port: LPT2: Laser: Y Network Q-Name: BLAH
      Printer 3 Port:      Laser:      Network Q-Name:
      Last Date Database Save Was Run: 99/06/24 Database Save: N
      Last ISIS Document #:      269      Last ISIS Upload To DOA: 99/08/01
      Last ISIS Invoice #:      137      Check Writer: DOJ Chk No: 1000135
      ISIS Close Date: 08/14 (MMDD)Mileage Override: Y (Y/N)
      Super Bank Account: 22/00000      Consolidated Checks: N (Y/N)
      TA# 2 Digit Prefix: Y (Y/N)      Last Ref Doc Number: 200025
      Mileage: 0.28 Last TA Number: 990036 Last Voucher Number: 100028
.....
      Esc=Return F2=Clear F3=Read F4=ReadNext F5=Add F6=Change F7=Delete F10=ReadPrev
Read      :      0/0      Successful
    
```

TMS also writes a backup file (**tmsi-bak.b01**) of all TMS information. TMS writes this file to the directory or drive where the *program* files are located, rather than the data directory.

This backup file will be written over each time the Database Save process is executed, therefore unless a copy of this file is available elsewhere (e.g., a copy made as part of a backup routine, the file is re-named, etc.), you can only perform a Database Load back to the previous save.

Helpful Hints

- ✓ Some agencies perform a save to a user's hard drive instead of a network drive, due to network problems or traffic. *If saving to a workstation, we recommend rotating the workstations where the save is performed (e.g., have user 'A' do saves on Mondays, user 'B' on Tuesdays, etc.). If an individual's machine crashes, you will be able to restore back to a previous save. **It is important to document where each save was initiated in case a reload is necessary.***

- ✓ Users should keep a file of the report that prints after performing a Database Save and ***note from which machine the save was performed.*** This report shows the date and time saves are done, the number of records that were successfully saved and the Login ID that executed the save (the Important Process Tracking report, discussed later in this appendix, also records the date and time saves are started and finished, and the Login ID that executed the save).

A.6 Restoring From a "Backup" Copy (Database Load process)

Purpose The Database Load process in TMS is used to "load" the last save of all databases. In the event a database file is corrupted, inadvertently lost or destroyed, the previous save of the database files can be loaded. *This is why it is important to do a database save at least once a day and prior to all critical processes.*

Cross Database Backups - Section 2

Reference Reference and Setup Processing - Section 3

******* *Before performing a Database Load, you must first determine when the last "good" save was done and where that save is located (nightly network backup, previous TMS save, etc.). The last document and check numbers on the System Default Maintenance screen (Reference and Setup Processing - Section 3) should be compared before and after restoring files to verify the correct set of data files were loaded or copied. ****

- If restoring from a backup (network backup, archive copy, etc.), the data files would be copied from the backup media to the drive or directory where the TMS data files reside (usually the drive that T: is mapped to).
- If restoring to the previous save performed in TMS, a Database Load is executed by a user with Master access (TMS Main Menu-Option 16, see Database Loads - Section 2).
- The Database Load uses the tmsi-bak.b01 file that is created when a Database Save is performed. (TMS writes this file to the drive where the program files are located and each user-generated save writes over this file).

Shown below is the screen the Database Load is executed from (accessed from the TMS Main Menu - option 16).

```

JB          Office of Statewide Information Systems      Tuesday  06/29/1999
.....
.
.              Database Loads
.....
.      Insert   TMS DATA BACKUP  Diskette/Tape in G: Drive then Load
.              Database Records   Loaded Records
.
.      Employee Master.....
.      Exp Voucher File.....
.      TMS COPD File.....
.      Travel Auth File.....
.      Travel Exp File.....
.      Payroll Payable.....
.      Check History File.....
.      Check Request File.....
.      Budget Data File.....
.      Reference Data.....
.      Special Meals.....
.      Important Proc Trk.....
.      Replacement Check.....
.      All Databases should be flag as shared if running on a network system.
.
.
.....
Escape=Return F3=Load
    
```

Helpful Hints

- ✓ You should do a print screen of the System Default Maintenance settings *before* performing the Database Load so that the settings can be compared after the restore is complete. Once this Database Load is complete, have a user verify all information and history files have been successfully restored.
- ✓ If TMS files are located on a network server, all reloaded files must be flagged as read/write/shareable in order to allow users to access and modify the files (For example: if on Novell 3.x - "Flag *.* SRWA"; if on Novell 4.x - "Flag *.* RW SH A").

With some operating systems, any new or modified files will "inherit" any permissions set for that directory. Consult your technical support for more information.

A.7 Installing New Versions of TMS

Purpose To establish a procedure for sending and installing each updated version of TMS

Cross Database Backups - Section 2

Reference Reference and Setup Processing - Section 3

- When the vendor completes changes to the Travel Management System, the program files are sent to OSIS. OSIS analysts will then load the updated version on their file server, sign on to TMS, verify changes were made correctly and test the loaded version of TMS.
- Upon completion of testing the new version, OSIS will send an e-mail to the designated contact person at each agency, detailing how to install the latest version, with a zipped file containing all of the program files. An explanation of what changes were made will also be sent, as well as any procedures for each new enhancement or change implemented in the program. *The OSIS analyst will state what "version date" the new version has.*
- ***It is important that the latest version be installed as soon as possible to ensure that all agencies are using the same version. It will be much more difficult to provide support if your agency is not using the most current version of TMS.***

Shown below is the TMS Main Menu with the "Version" date bolded. If the latest version has been installed successfully, this version date should be updated.

```

MASTER          Office of Statewide Information Systems          Tuesday 06/29/1999
.....
•Version 1999.06.16          Travel Management System          •
.....
•          1. Travel Processing          •
•          2. Expense Voucher Processing          •
•          3. Manual Check/Deposit Processing          •
•          4. Payroll Payable Processing          •
•          5. Report Processing          •
•          6. Reference Processing          •
•          7. Check Processing          •
•          8. ISIS Interface Processing          •
•          9. Check Request Processing          •
•          •          •
•          10. Set Default Printer          •
•          11. Change Login          •
•          •          •
•          15. Database Saves Last DATABASE SAVE Run 06/24/1999          •
•          16. Database Loads          •
•          •          •
• Menu Selection          Login: MASTER          •
•          •          •
.....
F10=Return to DOS Enter=Send
    
```

How To:**→ Install TMS Updates/New Versions**

Prior to loading the program files, have a user complete a TMS Database Save and then exit TMS after completion of the save process.

1. Verify on the Important Process Tracking Screen List (discussed in the next section) that the TMS Database Save completed successfully.
2. Verify all users have logged off the TMS application and that no files remain open.
3. Save the zipped program files in the designated folder (see Helpful Hints) where the zipped program files are stored.
4. Inflate the *.zip file(s) into the correct TMS directory/drive where the TMS program files are located (example, F:\Apps\Tmsisis\Local). You may unzip the program files using a Windows or DOS-based program.

It is only necessary to inflate the files that have changed, but if all files are inflated it should only take a few moments.

5. Flag the new programs "share/read/write", if TMS files reside on a network drive.
6. Have a user sign on to TMS to verify the correct TMS version number is displayed on the main menu screen.
7. Verify that the user can access other screens within TMS and view check history.

Helpful Hints

- ✓ We recommend saving the latest version of the TMS *.zip file(s) in a specified directory in case you encounter any problems installing the updates and so that others would know where to find the file(s). It is not necessary to keep old versions of the TMS zip files.
- ✓ Any other necessary instructions will be sent with the updates, if applicable.
- ✓ The Version date will reflect the last date the vendor modified the Travel Management System.

A.8 Important Process Tracking

Purpose This report and log is used to track certain critical processes in TMS and can be useful in determining what was done, for a certain period of time.

Cross Reference Important Process Tracking, Section 13.16

- Each time a user performs certain functions within the Travel Management System, the program will write a transaction to an Important Process tracking file.
- The TMS functions that are tracked are: database saves, database load, ISIS interface, reload ISIS save files, check write, check write reload, all purge processes, and the unclaimed property report & post.
- The processes tracked in Bank Reconciliation are: load monthly bank transactions, bank reconciliation reload, purge monthly bank transactions, database save, and database loads.
- For each of these transactions, TMS will record the date, time (start and finish time), the process was run, a description of the transaction and the user ID that initiated the process.

If any problem arises, this log should be reviewed first to rule out any accidental user-initiated processes (e.g., a user performs a "reload ISIS Save Files" instead of an "ISIS interface process") and to verify that all processes completed successfully.

JB	Office of Statewide Information Systems			Tuesday	06/29/1999
.....					
Important Process Tracking Screen List					
.....					
Date:	02/02/1999	Time:	143007	Userid:	MASTER
				More..	Next
	Date	Time	User Id	Description	Start/Finished
•	01/21/1999	09:20:14	MASTER	ISIS Interface	F
•	01/21/1999	09:21:54	MASTER	Check Write CWL010	S
•	01/21/1999	09:22:07	MASTER	Check Write CWL010	F
•	01/21/1999	09:22:30	MASTER	ISIS Interface Reload	S
•	01/21/1999	09:22:32	MASTER	ISIS Interface Reload	F
•	01/21/1999	09:23:53	MASTER	ISIS Interface	S
•	01/21/1999	09:23:58	MASTER	ISIS Interface	F
•	01/22/1999	14:43:50	JB	Check Write Reload	S
•	01/22/1999	14:43:55	JB	Check Write Reload	F
•	01/22/1999	14:45:09	JB	Check Write CWL010	S
•	01/22/1999	14:45:30	JB	Check Write CWL010	F
•	01/29/1999	07:40:07	MASTER	Bank Recon Database Save	S
•	01/29/1999	07:40:13	MASTER	Bank Recon Database Save	F
•	01/29/1999	16:33:24	MASTER	DOR Report & Post Stale Ck	S
•	02/02/1999	14:28:08	MASTER	Check Write CWL010	S
•	02/02/1999	14:28:25	MASTER	Check Write CWL010	F
.....					
Escape =Return			F2 =Clear		F3 =Read
Read			0/0		Successful
				F5 =Read Prev	

How To:**→ View Important Process Tracking**

User must be set up with a login id and permissions for "Master: **R=Master Reports**" to access this screen.

From Travel Management System Main Menu

1. Enter Menu Selection **5 - Report Processing** and press **Enter**.
2. Enter Menu Selection **17 - Important Process Tracking Menu** and press **Enter**.
3. Enter Menu Selection **1 - Important Process Tracking Screen List** and press **Enter**.
4. Press **F3 - Read**.
5. Verify message at bottom of screen "**Read: Successful**".
6. To scroll forward press **F3 - Read**.
7. To scroll backward press **F5 - Read Prev**.

→ View Processes of a Particular Date

1. Enter **Date - mm/dd/yyyy**, **Time - hh:mm:ss** (optional) and **Userid** (optional).
2. Press **F3 - Read**.
3. Verify Message at bottom of screen "**Read Successful**".
4. To scroll forward press **F3 - Read**.
5. To scroll backward press **F5 - Read Prev**.

Helpful Hints

- ✓ This log may be viewed as a screen list or printed out (print option accessed from Important Process Tracking Menu).
- ✓ You may limit the number of transactions viewed by entering a date range that you wish to view (e.g., 03/01/1999 to 3/15/1999).

A.9 Corrupt Files

Purpose To discuss resolutions if a TMS data file gets corrupted.

Cross Database Load, Section 2.2

Reference Restoring From a "Backup" Copy, Appendix A.6

One or two agencies occasionally experience a corrupt file due to leaving files open while performing a process (e.g., a check write, Database save, interface process, etc.). A corrupt file will stop the user from performing that process until the problem is resolved and *should not be ignored*.

All processing in TMS should be stopped until this problem is resolved. Do not run a database save if you have received any messages such as "Corrupt index file."

To correct this problem:

1. Determine where and when the last "good" save was done.
2. If needed, copy the tmsibak.b01 file from the last successful save to the program directory (this is where TMS will look to when performing a Database Load). For more information on the Database Load process, see Section 2.2 - Database Load.

This will replace all data files and bring the users back to the point at which the last save was performed. If checks are any other data had been entered, this information will be lost.

3. A "rebuild" executable is available that can, *in some cases*, rebuild or restore corrupt files. **This should be your last resort.** Contact OSIS for more information.