

To: All SEVIS Users
Date: February 1, 2012
Re: Update SEVIS Performance Notice
Number: 1201-04

Comments

To comment on this Broadcast Message, please e-mail SEVP@dhs.gov with “Broadcast Message 1201-04 – Comment” entered in the subject line.

Background Information

The Student and Exchange Visitor Program (SEVP) office distributed Broadcast Message 1201-01 on Thursday, January 12, 2012, related to known problems with the performance of the Student and Exchange Visitor Information System (SEVIS) performance. This broadcast provides status updates for each item.

Updates

- Resolved Item(s)
 - Failures of batch uploads and downloads – The mass failures of batch uploads and downloads that occurred from January 11 to January 12, 2012, was related to a hardware issue at the Department of Homeland Security Data Center. Workers corrected the problem on the evening of January 12, 2012, and validation testing proved successful.
 - Timeouts of batch uploads and downloads – SEVP has addressed the intermittent timeouts of batch uploads and downloads, which also resulted in random processing errors. SEVP worked with Immigration and Customs Enforcement (ICE) Application Hosting Services (AHS) to determine that a malfunctioning database port caused these issues. Creation of a change request on Friday, January 27, 2012, led to the resolution of the issue. Monitoring of the system logs verifies that these connection resets no longer exist.
- Open Item(s)
 - Users experiencing an unexpected disconnection from the application – These timeouts may cause errors or slow response times when working in SEVIS Real-Time Interactive. Unrelated to the above resolved items, these timeouts may also cause latency or service unavailable messages when uploading or downloading via batch. These messages are intermittent and do not affect all users, but SEVP is aware of them and, with support of ICE AHS, is investigating them. Until SEVP can determine the cause and implement a solution, the SEVIS Help Desk is tracking related call/e-mails via Master Ticket #5594008 to monitor performance for further diagnostic.

Please continue to report any issues to the SEVIS Help Desk. The SEVIS Help Desk is available between 8:00 a.m. and 8:00 p.m. EST either via phone at 800-892-4829 or via e-mail at SEVISHelpdesk@hp.com.