To: All Batch SEVIS Users
Date: December 16, 2011
Re: SEVIS Batch Processing Issues, UPDATE
Number: 1112-07

Comments

To comment on this Broadcast Message, please e-mail SEVP@dhs.gov with "Broadcast Message 1112-07 – Comment" entered in the subject line.

Background

In coordination with U.S. Immigration and Customs Enforcement's Office of the Chief Information Officer (OCIO), SEVP determined that only one of the three servers that supports SEVIS batch processing was correctly generating transaction logs. OCIO and SEVP removed from production the remaining two servers for trouble shooting. OCIO and SEVP determined that a file permissions problem was preventing the two servers from generating PDFs and transaction logs. OCIO and SEVP modified the file permissions on the servers, tested accordingly and placed the servers back into production.

SEVP generated transaction logs for those batch uploads impacted prior to the fix, and made them available for download. To confirm, the SEVIS Help Desk contacted several batch users who had opened tickets and verified that they were able to download successfully the transaction logs.

However, users whose print form requests could not process due to the servers' inability to regenerate the PDFs need to reprint in order to obtain any needed forms.

General Information

Based on the volume of calls received on this issue since December 13, 2011, SEVP believes it has resolved the situation. If batch users still require assistance, SEVP remains ready to assist.

Continue to call the SEVIS Help Desk at 800-892-4829 between 8:00 a.m. and 8:00 p.m. ET or e-mail at SEVIShelpdesk@hp.com for any concerns related to this issue or any new issues.

To: All Batch SEVIS Users
Date: December 12, 2011
Re: SEVIS Batch Processing Issues
Number: 1112-04

Comments

To comment on this Broadcast Message, please e-mail SEVP@dhs.gov with "Broadcast Message 1112-04 – Comment" entered in the subject line.

Background

Due to a change in the production environment, certain users of the Student and Exchange Visitor Information System (SEVIS) batch process may experience problems when attempting to download batch transaction logs and corresponding PDF files.

General Information

The Student and Exchange Visitor Information Program (SEVP) apologizes for any delays or inconveniences these issues are causing and understands the difficulties this technical situation has caused. Resolving this issue is the highest priority for the program.

SEVP is actively working with the U.S. Immigration and Customs Enforcement Office of the Chief Information Officer to identify the root cause of the issue. As of today, December 12, 2011, corrections are in place to ensure that SEVIS generates the transaction files. However, issues remain with providing users the ability to download the files. Until it resolves the issue, SEVP encourages the use of the SEVIS Real-Time Interface to print any critically needed forms.

SEVP is also committed to keeping the academic community informed. As a result, every Friday until the resolution of this issue, SEVP will send a Broadcast Message that provides updates on the situation for the academic community. Should SEVP need to convey critical information immediately, SEVP will send out a Broadcast Message the same day.

Continue to call the SEVIS Help Desk at 800-892-4829 between 8:00 a.m. and 8:00 p.m. ET or e-mail SEVIShelpdesk@hp.com for any concerns related to this issue or any new issues. The SEVIS Help Desk will be receiving daily morning updates on the situation so they can best address the questions and concerns from the academic community.