

H. FILE TRANSFER FREQUENTLY ASKED QUESTIONS (FAQS)

This section provides Frequently Asked Questions (FAQs) received from States concerning successful interfaces and file transfer processes. It includes identification of relevant reports and resources, an explanation, and actions States may take to address a specific problem.

The relevant reports discussed in this section include:

- Interface Reports (Receive-from-State and Send-to-State),
- Interface Logs,
- Validation Report, and
- Transaction Error Report.

Samples appear in Section 7.0. These reports should be reviewed daily to monitor file transfers. Sample reports as well as the entire CSENet 2000 Interface Guidance document (IGD) and its appendices can be found on the OCSE Web site at:

<http://www.acf.hhs.gov/programs/cse/newhire/csenet/library/csenet2000/csenet2000.htm>.

If additional assistance is needed, States should contact their CSENet 2000 technical representative or the Service Desk at 1-800-258-2736.

FILE TRANSFER FAQs				
Item #	State Issue	Available Reports and Reference Material	Explanation	Recommended State Action
1	What guidance is available to assist us in the management of our file transfer (interface) process?	<ul style="list-style-type: none"> • CSENet 2000 IGD Section 3.0, “CSENet 2000 Application Suite” • CSENet 2000 IGD Section 7.0, “Management Information Reports” <ul style="list-style-type: none"> – Validation Report – Receive-from-State and Send-to-State Interface Reports – State Interface Reports • Appendix E: Transaction Error Codes and Messages • Appendix M: State Interface Errors and Resolutions 	<p>Section 3.0 provides information on the five software applications and two services that provide child support and processing information.</p> <p>Section 7.0 provides sample Interface Reports that include success or failure information about each file transfer initiated during an interface session.</p> <p>Appendix E provides error codes and messages that appear on the Validation Report.</p> <p>Appendix M provides information on network errors, data set errors, and actions for resolution.</p>	Refer to the reference material cited. If you have additional questions, call your CSENet technical representative or the CSENet Service Desk.
2	We put transactions into the data set for outgoing transactions, but when we attempted to archive, there were zero bytes in the file. Why?	<ul style="list-style-type: none"> • Receive-from-State Interface Report • State Interface Reports 	The CSENet 2000 Application Suite appropriately writes an empty file (zero bytes) to the outgoing transactions data set after the Receive-from-State process is complete. The Receive-from-State Interface Report contains information about the file transfers from the State’s CSE system. Section 7.0 contains sample Interface Reports.	Review the report daily to determine if the file transfer was successful. For the majority of States, zero bytes in the outgoing data set indicates a successful file transfer.

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3	How do we know if a file transfer is successful?	<ul style="list-style-type: none"> • Receive-from-State and Send-to-State Interface Reports • Interface Log • State Interface Reports 	The Interface Reports contain the number of transactions and byte count sent and received from the State’s CSE system. The Interface Log contains detailed, unformatted information concerning the network connection and file transfers. Section 7.0 contains sample Interface Reports.	Compare the number of transactions intended for transfer to the number of transactions reported by CSENet in the Receive-from-State Interface Report. If errors are reported, review the Interface Log to determine the type of error received.
4	We attempted to review the Interface Reports and Interface Log for today’s file transfer but the last reports or logs in the file were from yesterday. Why?	<ul style="list-style-type: none"> • Receive-from-State and Send-to-State Interface Reports • Interface Log • State Interface Reports 	Occasionally, a Ping, login, or password error may occur resulting in an unsuccessful file transfer. When this occurs, files are appended and are transferred upon the next successful Send-to-State interface. Section 7.0 contains sample Interface Reports.	If information on the attempts and outcome of the interface with the OCSE server are unavailable from your CSE system, contact your CSENet technical representative or the Service Desk. This information is available from the OCSE server.
5	We were not aware that we failed to send transactions for four days. What action can be taken to avoid this in the future?	<ul style="list-style-type: none"> • Receive-from-State and Send-to-State Interface Reports • State Interface Reports 	The Interface Reports contain the number of transactions and byte count sent and received from the State’s CSE system. Section 7.0 contains sample Interface Reports.	Check these reports daily to determine whether transactions have been picked up and sent by the OCSE server.

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6	We received what appears to be an incomplete transaction file one day and the transactions were duplicated the next day. What action can we take to determine the cause of this occurrence?	<ul style="list-style-type: none"> • Send-to-State Interface Report • Interface Log • State Interface Reports 	If an FTP error occurs during the Send-to State interface, a partial file may be transferred. At the next successful interface, the entire file is transferred. Section 7.0 contains sample Interface Reports.	Check the Interface Reports daily to identify any errors that occur during the file transfer. Refer to the Interface Log for information on the specific type of error encountered.
7	We retrieved the Transaction Error Report and it looks incomplete. What action can we take to identify this occurrence?	<ul style="list-style-type: none"> • Receive-from-State Interface Report • Validation Report • Transaction Error Report • State Interface Reports 	The Validation Report contains the number of transactions received, the number valid and invalid transactions, the number of errors, and errors categorized by type. The Interface Reports contain the number of transactions and byte count sent and received from the State's CSE system. Section 7.0 contains examples of the Interface, Validation, and Transaction Error Reports.	Compare the Interface and Validation Reports to the Transaction Error Report to insure that they all contain the same error count.

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8	We are trying to minimize our efforts and resources to resolve the transaction errors received. What assistance is provided to accomplish this?	<ul style="list-style-type: none"> • Validation Report • Transaction Error Report • Appendix E: Transaction Error Codes and Messages 	The Validation Report provides statistics on the number of errors and categorizes the errors. The Transaction Error Report contains error codes and messages as presented in Appendix E. Appendix G contains sample Transaction Reports.	Use the Validation Report to identify the types of errors. Review and analyze the Transaction Error Report to identify which errors occur in multiple transactions. Your CSENet technical representative and Service Desk can provide error analysis and functional assistance.