



# Model Tribal System

Designed By Tribes, For Tribes

## Operator's Manual

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Version 1.12



**Department of Health and Human Services  
Administration for Children and Families  
Office of Child Support Enforcement**

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# 1 Introduction

The Model Tribal System (MTS) has been designed and developed as an open-source application to streamline implementation, operation, and management processes. However, new automation often brings challenges, consequences, and impacts to operational and business processes; and change must be managed effectively to achieve the highest level of system acceptance and utilization. Tribal operations staff must obtain Information Technology (IT) training in MTS installation, operation, and maintenance. As the MTS moves into full production status, the tribe's operations staff must focus on documenting MTS operations procedures, and on managing, documenting, and tracking to resolution any operational issues that arise.

## 1.1 Description/Purpose

This manual identifies the sequence and types of tasks necessary for managing the daily, monthly, and other periodic activities necessary to support MTS production status and the assigned responsibilities for those tasks. Details intrinsic to the MTS are provided as appropriate, and a format is provided for the tribe technical staff to document processes, procedures, and staff specific to the tribe. This detail is essential in identifying and mitigating risks to the production environment and schedule, through regular and timely backups, routine recovery procedures, and provision for disaster recovery.

This manual is intended for Database Administrators and System Administrators who manage the Linux / MySQL environments that support MTS operation, including test, production, and related shadow environments.

The tribe must complete and augment this Operator's Manual with local processes, procedures, and assignments of responsibility as part of MTS Implementation process, prior to placing MTS in full operational status. The Operator's Manual is provided in MS Word format, and can be modified and updated by the tribe as necessary to document the local MTS implementation. A separate tribe-specific change history log is provided at the beginning of the document for tribal use.

## 1.2 Assumptions

Assumptions relevant to a tribe's customization and use of the MTS Operator's Manual include:

- The tribe or tribal consortium has an approved Advance Planning Document for MTS installation and operation.
- The tribe or tribal consortium has acquired any necessary IT support.
- MTS Implementation has encompassed training of IT staff, followed by concurrent installation of the MTS and of training of tribal program staff in MTS operations and support processes and procedures.
- User training has been completed.

## 2 System Overview

MTS	Details
Functions	Store case and financial data, GUI (Graphical User Interface) front end and document generation
Owner	OCSE
Architecture	J2EE Web application with a rich client front end
Name	Model Tribal System (MTS)
User access mode	Secure transmission of MTS data via the Internet

Figure 1 -- System Overview

This section provides a structure for documenting system resources, including hardware, software, and staff. Much of this information has already been documented by the tribal IT staff in the *MTS Setup Worksheet* and the *MTS VPN Worksheet*. Appendix 5, *MTS Setup Worksheets*, was designed for you to append your Setup Worksheets for reference. You may find it helpful to have those documents at hand as you complete this section of the Operator's Manual.

### 2.1 Authorized Use

A tribe operating a tribal child support enforcement program that meets federal thresholds for comprehensive operation may request a copy of the MTS software at no cost to the tribe or tribal consortium. The MTS was developed using non-proprietary open-source software, providing tribes with a degree of flexibility to support the MTS in many existing environments. The tribe must provide the network and system hardware and the software environments to support the operation of the MTS.

To ensure the likelihood for success in implementing the MTS, the Office of Child Support Enforcement (OCSE) approval is based in part on the tribe's ability to provide the necessary support environment for MTS, either through use of an existing support environment, or a reasoned plan to acquire the necessary support.

The tribe must ensure that the federal investment in MTS is safeguarded, and that child support data is safeguarded in regard to privacy and its use restricted to the purposes noted in 45 CFR 309. The tribe must ensure that the MTS code will not be used for any for-profit purpose.

## 2.2 Points of Contact – External and Internal

Identify the Points of Contact (POCs) that are available to tribal IT technical staff for information and assistance with troubleshooting operational issues. Include POCs external to the tribal structure, as well as those that are available internally.

*External* -- The following POCs external to the tribe are available to tribal technical staff for information and assistance with troubleshooting operational issues.

Type	Name	Email	Telephone
Manager			
Technical			

Figure 2 – External Points of Contact

*Internal* -- The following POCs internal to the tribe are available to tribal technical staff for information and assistance with troubleshooting operational issues.

Type	Name	Email	Telephone
Manager			
Technical			

Figure 3 – Internal Points of Contact

## 2.3 Help Desk

Identify the Help Desk points of contact available to tribal IT technical staff for information and assistance with resolving operational issues. Include Help Desk resources external to the tribal structure, as well as those that are available internally.

*External* -- The following Help Desk assistance external to the tribe is available to tribal technical staff for information and assistance with resolving operational issues.

Implementation Phase Help Desk Assistance				
Name	Title	Email	Telephone	Availability

Figure 4 – External Help Desk Resources

*Internal* -- The following Help Desk assistance internal to the tribe is available to tribal technical staff for information and assistance with resolving operational issues.

Implementation Phase Help Desk Assistance				
Name	Title	Email	Telephone	Availability

Figure 5 – Internal Help Desk Resources

## 2.4 System Application

The federal OCSE worked in conjunction with tribes in developing requirements for an automated system to support tribal child support enforcement programs. The OCSE subsequently developed and currently serves as the owner of the MTS. The MTS was developed using non-proprietary open-source software, providing tribes with a degree of flexibility to support the MTS in many existing environments. The tribe must provide the network, system hardware, and IT support for the operations of the MTS environment.

The minimum technical environment needed to support the MTS is specified in documentation on the OCSE website. OCSE will provide high-level assistance to tribal technical staff in assessing the requirements for MTS, but the tribe may require additional technical assistance at the local level to assess any changes needed to bring the local technical environment into compliance with MTS requirements.

The MTS provides for the efficient management of tribal child support enforcement cases. For tribes that use this system, it must be the primary automated system used by the tribe for child support enforcement. Each instance of the system software is intended to support only one tribal organization. The system is designed to contain all data needed to manage a case, including

records of payments and collections made by tribal financial organizations. In addition, MTS provides safeguards to ensure the privacy of all data and ensure the secure handling of all funds.

## 2.5 System Operations

This section is designed for you to describe/document how MTS will operate in your installation environment. At minimum, include a chart depicting operations and inter-relationships with other tribal automation resources.

## 2.6 Software Inventory

*Programs* -- MTS includes the following system programs. These programs are necessary to continue or resume operation of the system in a degraded or an emergency situation. (Use additional lines to document any files intrinsic to the tribe's implementation of MTS.)

#	Software Inventory Name	Version #	Description
1	JBoss	v5.1.0.GA	For MTS, JBOSS is not located in the usr folder but in the server folder: JBoss Location: /srv/JBossProduction/server/  JBoss is free software/open-source Java EE-based application server.
2	Apache	v2.2.15 (Linux/SUSE)	Provides web interface; open source HTTP server project developed and maintained by the Apache software foundation.
3	Adobe Flex	V3.6+	Adobe Flex is a software development kit for cross-platform rich Internet applications based on the Adobe Flash platform.

Figure 6 – Software Inventory

*Databases produced or referenced* -- The following operating systems, database management systems, and software languages are used, produced, or referenced by the system. (Use additional lines to document any files intrinsic to the tribe's implementation of MTS.)

#	Database and OS Inventory	Version #	Description
1	MySQL	V5.1+	Open source, free Relational Database Management System that uses Structured Query Language (SQL).
2	Linux	V11.3	Open-source version of the UNIX operating system.

Figure 6 – Databases and OS Inventory

## 2.7 Software/System Interfaces

As installed, MTS does not currently interface with other software systems. As the tribe develops interfaces involving MTS, complete the table below with information about data files and databases that are referenced or updated by the system. Describe interfaces with other software units, including the file format (input/output) and delivery media.

#	Interface	Description
1	Bank Reconciliation	Loosely coupled interface to financial institutions using standardized OFX file format supported by financial institutions. This interface is user initiated from the bank reconciliation module of MTS. File DTD and schema can be downloaded from <a href="http://www.ofx.net">http://www.ofx.net</a> .

Figure 7 – Software/System Interfaces

### Resource Inventory

The permanent files and databases referenced, created, or updated by the system are identified below. Use additional lines to document additional files and databases specific to the tribe's implementation of MTS. Include the file names and database names, specific file identification, storage media and required storage capacity, as well as security considerations. Identify files and databases necessary to continue or resume the operation of the system in a degraded or an emergency situation.

Resource Name	Details
MySQL	datadir=/usr/local/mysql port=3306   innodb_version   1.0.15     protocol_version   10     version   5.1.56-log     version_comment   Source distribution     version_compile_machine   x86_64     version_compile_os   unknown-linux-gnu

Figure 8 – Resource Inventory

## 2.8 Automated Report Inventory

MTS creates four reports on an automated basis, and offers a large number of reports to be generated on a manual basis. Manual reports are documented in the MTS Software Requirements Specification documents. Automated reports are listed below.

OCSE 34	Details
Security	Available to all system users
Format	Produced electronically in PDF format
Frequency	Federal Fiscal Year basis, by quarter
Volume	Based on case load

Figure 9 – Automated Report -- OCSE 34A

OCSE 75	Details
Security	Available to all system users
Format	Produced electronically in PDF format

OCSE 75	Details
Frequency	Federal Fiscal Year basis, annually
Volume	Based on case load

Figure 10 – Automated Report -- OCSE 75

AWStats	Details
Security	System Administrator
Format	HTML
Frequency	On Demand
Volume	Based on system activity

Figure 11 – Automated Report – AW Stats

MTS Jobs_78	Details
Security	System Administrator
Format	Text file; printed or emailed to System Administrator
Frequency	On Demand
Volume	All scheduled jobs log results

Figure 12 – Automated Report – MTS Jobs Log

NOTE: An example of MTSJobs\_78 is included as Appendix 3, Example MTS Jobs Report.

### Processing Overview – System Restrictions

Use the space below to identify any system restrictions imposed on this system (e.g., times of day when system is available for end use, etc.).

Restriction	Details
Availability	System will be available from 8:00 AM to 5:00 PM local time, Monday -- Friday
Restriction #2	
Restriction #3	

Figure 13 – System Restrictions

## 2.9 Hardware Overview

### 2.9.1 System Hardware

As noted earlier in this section, the data referenced in this section has already been documented by tribal IT staff in the MTS Setup Worksheet. Appendix 5, MTS Setup Worksheets, was designed for you to append your Setup Worksheets for reference. You may find it helpful to have those documents at hand as you complete this section of the Operator’s Manual.

Use this section to identify the hardware used by, or incorporated into, the tribe’s implementation of MTS. Include, as applicable, number of each type of equipment, type, size, capacity, and other required characteristics of processors, memory, input/output devices, auxiliary storage, communications/network equipment, and other required equipment.

#	Hardware	Description
1	Number of units	
2	Type	
3	Size	
4	Capacity	
5	Memory	

Figure 14 – System Hardware

## 2.9.2 Hardware Resource Utilization

For hardware used by MTS, identify the hardware resource utilization, such as maximum allowable use of processor capacity, memory capacity, input/output device capacity, auxiliary storage device capacity, and communications/network equipment capacity. Identify conditions, if any, under which the resource utilization is to be measured.

#	Hardware	Description
1	Processor capacity	
2	Memory capacity	
3	Input/output device capacity	
4	Auxiliary storage capacity	
5	Communications capacity	

Figure 15 – Hardware Resource Utilization

## 2.10 Communications Overview

MTS provides messages to users during normal use of the system. The application produces user information messages, user warning messages and user error messages. Full lists of MTS messages are included in Appendix 4, MTS Error Messages. MTS is also configured to log and email all system error messages to designated technical staff whenever specific error conditions occur based on user actions, or system actions during daily processing or during scheduled job processing in nightly operations.

## 2.11 Security Overview

The security considerations associated with MTS include constraints on system access, and additional constraints related to the operating system, database, and communications.

### 2.11.1 Operating System

The deployment operating system allows for multiple access methods based on operating system security profiles. The system supports a deployment user with menu only access to the operating system. A maintenance user has the authority to run predefined scripts and has limited command line script execution rights. All other rights require root access to execute commands.

### 2.11.2 Database Access

User access to the MySQL storage engine is granted to users' accounts accessing the database from a specific IP address or network. Access for the MySQL administrative user account is

only available from the server hosting the database, while the MTS application user account is only able to access the database from the server hosting the application. Users are also given limited privileges on the database.

### 2.11.3 Communications

The MTS application provides secured communications through secured SSL connections to the client desktop. Also, access to IP based communications for the application and database has been restricted to local IP traffic. The application also supports session-based secured communication using server token.

### 3 Operations Team

#### 3.1 MTS Organization Chart

Use this section to document the organization chart for the team responsible for MTS operation and maintenance, by modifying or replacing the example below.

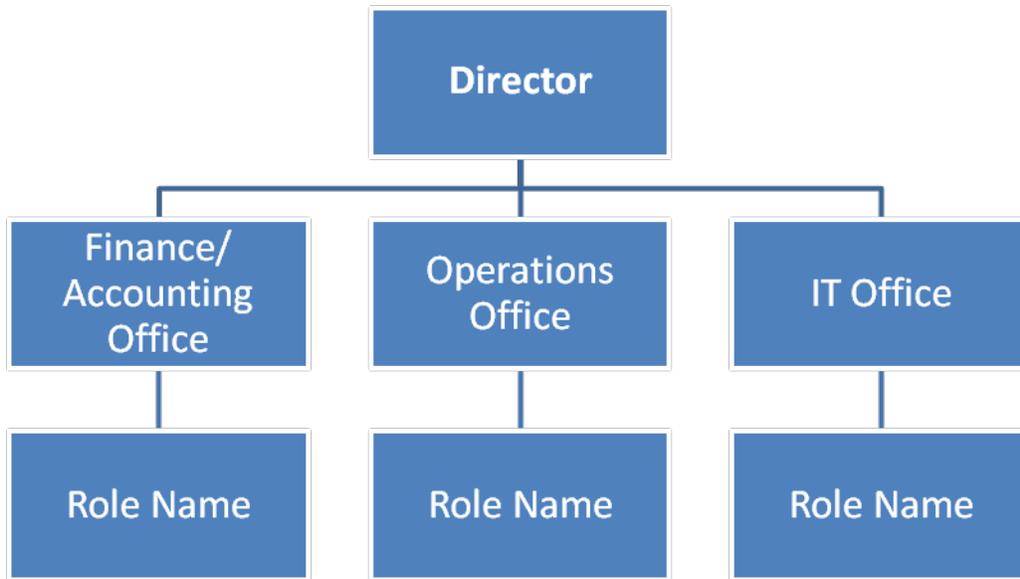


Figure 16 – MTS Organization Chart

### 3.2 MTS Leadership Chart

Similar to the organization chart, an MTS Leadership Chart identifies the leadership structure within the tribal MTS support team, such as managers, team leaders, and domain experts. It should highlight reporting relationships and reflect the management and leadership structure of the team. Use this section to document the tribe's MTS Leadership Chart, by modifying or replacing the example below.

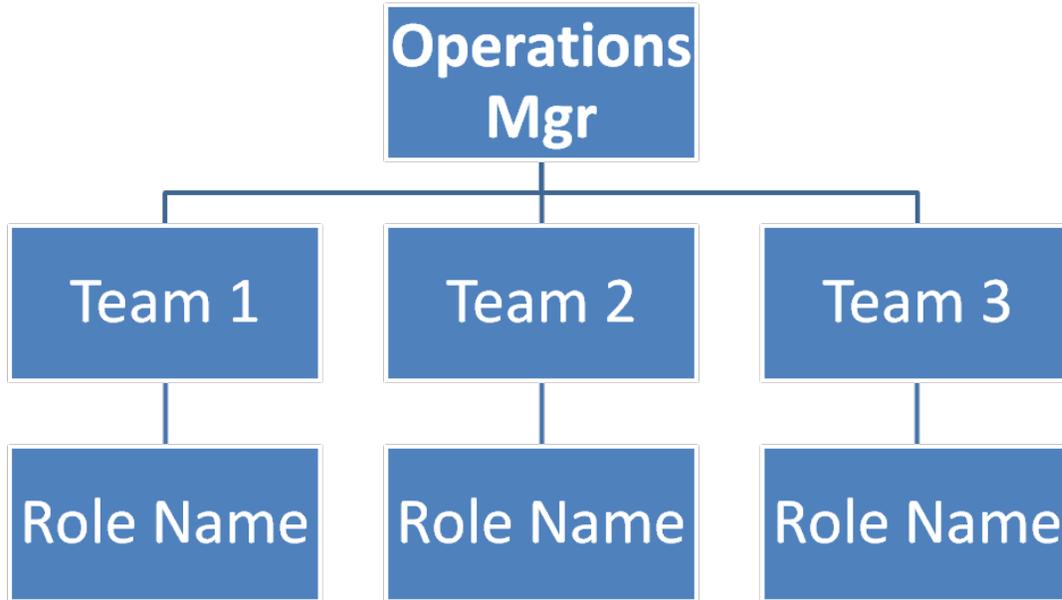


Figure 17 – MTS Leadership Chart

### 3.3 Key Roles & Responsibilities

The roles that are key to MTS operation and maintenance are identified below. Complete the structure with names and responsibilities of the team members assigned to each role. Specify expectations for responsibility, as this section is essentially about MTS support team expectations.

Role	Name	Organization	Responsibility
Operations Manager			Has overall responsibility and accountability for system and data.
Finance Manager			
Help Desk			
LAN Engineer			
Domain Expert			
MySQL DBA			
Project Manager			
Programmer			
Security			
System Admin			
Team Lead			

Figure 18 – MTS Key Roles and Responsibilities

### 3.4 Anticipated Change

Please consider the anticipated growth or contraction targets for the team, and how growth will be managed within the organization. Insert Organization Charts into this section to document MTS support team changes anticipated in the near future.

## 4 Operations Schedule

MTS operations schedule for daily, weekly, monthly, and other periodic tasks is shown below, and is reproduced in landscape format as Appendix 2, MTS Jobs Schedule.

Depending on the circumstances, additional administrative tasks may need to be implemented by the tribe. Use additional lines to document these in the table below, and in the Job Structure files.

Job Name	Group	Sequence	Schedule	Frequency	Notes	System Shutdown
PrintManageJob	PRINTDEAMON _GROUP	None	Every minute	Daily	Prints notices	
DisbursementJob	DISBURSEMENT _GROUP	1	Every 5 min	M -- F 7:00 AM 9:00 PM	Processes all Disbursements	False
DistributionProducerJob	DISBURSEMENT _GROUP	2	Every 5 min	M -- F 7:00 AM 9:00 PM	Performs Distribution on all receipts	False
DisbursementJob	DISBURSEMENT _GROUP	1	Every 5 min	Sa -- Su 7:00 AM 10:00 AM	Processes all Disbursements on weekend	False
DistributionProducerJob	DISBURSEMENT _GROUP	2	Every 5 min	Sa -- Su 7:00 AM 10:00 AM	Performs Distribution on all receipts on weekend	False
CaseTypeAssignment	CASEMGMT _GROUP	1	2 am nightly	Daily	Updates case type assignment	True
InterestCharging	CHARGING _GROUP	2	2 am nightly	Daily	Applies interest to debts with an interest rate. Only runs once a month	True
ObligationMonitorJob	CHARGING _GROUP	3	2 am nightly	Daily	Opens and Closes Debt Accounts based on Eff Date and End Date	True
AccountCharging	CHARGING _GROUP	4	2 am nightly	Daily	Charges Current Support and Ordered Arrears based on Charge Date	True

Job Name	Group	Sequence	Schedule	Frequency	Notes	System Shutdown
DelinquencyMonitor	CHARGING _GROUP	5	2 am nightly	Daily	Manages account delinquency based on CSUP balances	False
BillingNoticeJob	CHARGING _GROUP	6	2 am nightly	Daily	Generates billing statements	False
URAAccrualJob	CHARGING _GROUP	7	2 am nightly	Daily	URA Accrual	False
AccountsHistoryJob	MONTHLY_ GROUP	1	11:45 PM Last Day of Month	Monthly	Resets month end balances	False
Qtr1FedFYReportJob	QTRREPORTING _TRIGGER _GROUP	1	5:00 AM First Day after Qtr1 end (Jan 1)	Quarterly after quarter end	Federal Quarterly Reports	False
Qtr2FedFYReportJob	QTRREPORTING _TRIGGER _GROUP	1	5:00 AM First Day after Qtr2 end (Apr 1)	Quarterly after quarter end	Federal Quarterly Reports	False
Qtr3FedFYReportJob	QTRREPORTING _TRIGGER _GROUP	1	5:00 AM First Day after Qtr3 end(Jul 1)	Quarterly after quarter end	Federal Quarterly Reports	False
Qtr4FedFYReportJob	QTRREPORTING _TRIGGER _GROUP	1	5:00 AM First Day after Qtr4 end (Oct 1)	Quarterly after quarter end	Federal Quarterly Reports	False
AnnualFedFYReportJob	FYREPORTING _TRIGGER _GROUP	1	6 am First Day after year end (Oct1)	Annual after year end	Federal Annual Reports	False
CaseFunctionMonitor	CASEMGMT _GROUP	1	3:00 AM nightly	Daily	Updates case function assignment	False
CaseClosureMonitor	CASEMGMT _GROUP	2	3:00 AM nightly	Daily	Monitor for case closure	False

Job Name	Group	Sequence	Schedule	Frequency	Notes	System Shutdown
IntakeDocumentMonitor	CASEMGM _GROUP	3	3:00 AM nightly	Daily	Monitor documents dispositions and generates ticklers as appropriate	False
IntakeAlertMonitor	CASEMGMT _GROUP	4	3:00 AM nightly	Daily	Generates ticklers for birthdates	False
LocateLetterMonitor	CASEMGMT _GROUP	5	3:00 AM nightly	Daily	Monitor locate document dispositions	False
LocateTimeMonitor	CASEMGMT _GROUP	6	3:00 AM nightly	Daily	Address and Employers check for NCP and ticklers	False
PaternityLetterMonitor	CASEMGMT _GROUP	7	3:00 AM nightly	Daily	Paternity letter monitor and tickler generation	False
EstablishmentLetter Monitor	CASEMGMT _GROUP	8	3:00 AM nightly	Daily	Establishment letter monitor and tickler generation	False
ReviewMonitor	CASEMGMT _GROUP	9	3:00 AM nightly	Daily	Case review monitor and tickler generation	False
EnforcementAlertMonitor	CASEMGMT _GROUP	10	3:00 AM nightly	Daily	Document monitoring and tickler generation.	False
EmancipationMonitor	CASEMGMT _GROUP	11	3:00 AM nightly	Daily	Monitors child emancipation date	False
CheckEscheatment Monitor	CASEMGMT _GROUP	12	3:00 AM nightly	Daily	Monitors for escheated checks	False
TicklerGenerationMonitor Job	CASEMGMT _GROUP	13	3:00 AM nightly	Daily	Generates ticklers when a user role expires	False

Figure 19 – MTS Jobs Schedule

## 4.1 MTS Daily Tasks

The MTS tasks listed below must be performed on a daily basis to ensure operational integrity. Use additional lines to document additional tasks for your daily schedule.

Task #	Description	Schedule
1	Ensure that all services are up and running	
2	Ensure network connectivity to the server	
3	Check the Event Viewer for error messages	
4	Check for adequate disk space for growing database files and log files	
5	Check Server jobs (look for failures)	
6	Check the Server logs for error messages	
7	Perform a full database backup of the master database	

Figure 20 – MTS Daily Tasks

## 4.2 MTS Weekly Tasks

The MTS tasks listed below must be performed on a weekly basis to ensure operational integrity. Use additional lines to document additional tasks for your weekly schedule.

Task #	Description	Schedule
1	Verify full database backups of all databases	
2	Remove extra unused space from data and log files	
3	Evaluate possible approaches to increasing application and server performance, based on the knowledge obtained from daily operational activities	
4	Verify replication of production database to shadow database environment (see Section 4.3 below)	

Figure 21 – MTS Weekly Tasks

### 4.3 Shadow Database Copy Verification

You must verify, on a regular basis, that the production database is being replicated accurately to the shadow database. Use this section to document procedures to be used to replicate the production database, and the procedures to be used to verify the accuracy of the replication.

*MTS Shadow Replication* -- Determine how often and when to verify the shadow database, and document the schedule and procedures below. Provide specific instructions by which the operator can initiate backup procedures. Cross-reference applicable instructions with procedures in the contingency plan.

Task #	Description	Schedule
1		
2		
3		
4		

Figure 22 – MTS Shadow Database Verification

*MTS Shadow Verification Query* -- Create a query procedure that verifies that the database replicated correctly. Document the query in the space below.

### 4.4 MTS Monthly Tasks

The MTS tasks listed below must be performed on a monthly basis to ensure operational integrity. Use additional lines to document additions to your monthly schedule.

Task #	Description	Schedule
1	Perform a complete backup of the operating system; for example, back up the virtual machine.	
2	Perform a restore of the operating system, such as, restore the virtual machine.	
3	Perform a complete restore of all monthly system and production database backups on a test machine.	
4	Compare gathered performance statistics with baseline statistics to improve performance and to forecast future software/hardware acquisitions.	
5	Archive database files, application and system log files, and reports on a regular schedule in accordance with your system capacity plan	

Figure 23 – MTS Monthly Tasks

#### 4.5 MTS Jobs Verification Tasks

As part of the MTS daily, weekly, and periodic (monthly, quarterly or annual) monitoring, create system monitoring checklists to monitor system operation or completion, such as the following (use additional lines to document site-specific tasks):

Task #	Description
1	Setup a system monitor that can email or text messages for support requests
2	Setup a phone tree for problem resolution
3	Verify the system is running by accessing the site through a browser
4	On a daily basis, verify that all jobs have executed, i.e., create a query to look for jobs that have a status of failed/aborted and take action appropriate to your site

Figure 24 – MTS Jobs Verification Tasks

*Daily verification* -- You should find the following job names on a daily basis:

```

+-----+
| JOB_NAME |
+-----+
| DailyFinancialJobs |
| org.dhhs.mtcse.job.InterestChargingJob |
| org.dhhs.mtcse.job.ObligationMonitorJob |
| org.dhhs.mtcse.job.AccountChargingJob |
| org.dhhs.mtcse.job.DelinquencyMonitor |
| org.dhhs.mtcse.job.BillingNoticeJob |
| org.dhhs.mtcse.job.URAAccrualJob |
| DailyMonitorJobs |
| org.dhhs.mtcse.job.CaseClosureMonitorJob |
| org.dhhs.mtcse.job.IntakeDocumentMonitor |
| org.dhhs.mtcse.job.IntakeAlertMonitorJob |
| org.dhhs.mtcse.job.LocateLetterMonitor |
| org.dhhs.mtcse.job.LocateTimeMonitor |
| org.dhhs.mtcse.job.PaternityLetterMonitor |

```

```

| org.dhhs.mtcse.job.EstablishmentLetterMonitor |
| org.dhhs.mtcse.job.ReviewMonitor |
| org.dhhs.mtcse.job.EnforcementAlertMonitor |
| org.dhhs.mtcse.job.EnforcementAlertMonitor |
| org.dhhs.mtcse.job.CheckEscheatmentMonitorJob |
| org.dhhs.mtcse.job.TicklerGenerationMonitorJob |
+-----+

```

*Monthly verification* -- Note that when you execute the query on the first day of each month, there is an additional job that should appear as the first job completed:

Job Name	Scheduled run date
AccountsHistoryJob	Should appear on the first day of each calendar month, i.e., January 1 <sup>st</sup> , February 1 <sup>st</sup> , etc.

*Quarterly verification* -- When you execute the query on the first day of each federal fiscal quarter, there is an additional job that should appear as the first job completed, i.e., the filename below that is appropriate for the specific fiscal quarter that was just completed:

Job Name	Scheduled run date
Qtr1FedFYReportJob	Should appear on the first day after the end of Quarter 1, i.e., January 1 <sup>st</sup>
Qtr2FedFYReportJob	Should appear on the first day after the end of Quarter 2, i.e., April 1 <sup>st</sup>
Qtr3FedFYReportJob	Should appear on the first day after the end of Quarter 3, i.e., July 1 <sup>st</sup>
Qtr4FedFYReportJob	Should appear on the first day after the end of Quarter 4, i.e., October 1 <sup>st</sup>

*Annual verification* -- When you execute the query on the first day of each federal fiscal year, i.e., October 1, there is an additional job that should appear as the first job completed:

Job Name	Scheduled run date
AnnualFedFYReportJob	Should appear on the first day of after then end of the federal fiscal year, i.e., October 1 <sup>st</sup>

## 4.6 Backup Schedule

MTS performs a full backup as part of nightly processing.

Component	Schedule	Type of Backup
Database	Daily	Full
System	Monthly	Full

Figure 25 – MTS Backup Schedule

MTS provides the backup file in the following directory:

```
/opt/maintenance/daily_dbms_backups/catalogs/mts_default
```

Please note that the existing backup file is *overwritten each night with the current backup*. MTS does not maintain more than one backup file, and it is replaced/refreshed daily.

You may wish to preserve a historical copy of the daily backup, as part of a local disaster recovery plan. Use this section to document procedures to copy the daily backup to alternate location(s). Cross-reference applicable instructions with procedures in the contingency plan. Include instructions in the space below:

### 4.6.1 Nightly Database Backups

A full backup of the database is taken nightly and stored in the following directory:

```
/opt/maintenance/daily_dbms_backups/catalogs/mts_default
```

The backup routine is scheduled by default to execute nightly at 11:00 PM. The script is located in the following file:

```
/opt/maintenance/scripts/mysql_backup.sh
```

## 4.7 Problem Reporting/Escalation Procedure

Use this section to document instructions for reporting problems to a point of contact. Include the person's name and phone numbers (that is, office, home, pager, etc.).

Problem	Name of Point of Contact for Escalation	Contact Type

Figure 26 – MTS Problem / Escalation Procedure

## 5 MTS System Runs

### 5.1 MTS Runs Overview

*Schedule:* MTS job runs are executed as nightly scheduled tasks, and the system handles scheduling and job dependencies automatically. There are no external job dependencies in the strictest meaning, i.e., the batch processes for case jobs and financial jobs are not dependent on each other. In the broader view, the quarterly and annual jobs may be considered to be dependent on the completion of the current nightly processing in order to ensure that all applicable data is available for the quarter or year.

The tables in this section identify how jobs are scheduled as to:

- Date for execution -- day of week/month/year
- Time of day or night (if significant)
- Expected run time

*Run Interrupt Checkpoints:* MTS jobs are designed to not require run interrupt checkpoints. In the case of errors, the entire job sequence is simply executed again.

*Error Messages:* MTS design includes automatic email notification of errors in scheduled job processing. Each such email includes a java dump of the error.

During MTS deployment processes, the tribe designated the staff to receive email notification of error conditions. The notification structure identified during system deployment will continue to function as the system moves into full operation.

Technical staff may find it helpful to append the content of the completed MTS Setup Worksheet and the VPN Settings Worksheet to this document for future reference. A table is provided in this section to document the staff currently designated to receive system-generated MTS error messages.

*Restart / Recovery Procedures:* MTS design includes running a backup prior to the scheduled jobs. In the event of a fatal or non-fatal system error, once the error condition is corrected, the data can be restored from the nightly backup, and the jobs re-run in entirety. While restart and recovery procedures are not necessary for individual scheduled jobs, the procedure to manually re-run scheduled jobs is included in this section. (See discussion of non-system monitored processes later in this section.)

*Primary User Contact:* In the event that operations staff may need to contact one or more key users to communicate questions, concerns, or important information external to MTS automated notifications, this section provides space to document user(s) and the circumstances under which they are to be contacted.

*Data Inputs:* MTS jobs are designed to not require external data prior to scheduled execution.

*Output:* Daily and monthly MTS scheduled jobs do not generate automated output. Quarterly and annual jobs generate PDF files that users may access at any time from the MTS reports dropdown.

*MTS Jobs Status:* The time, date, name, and success of each automated MTS job is available in an MTS report listed in the report drop-down as MTSJobs\_78. This report is available to any MTS user on an ongoing basis.

An excerpt from the MTSJobs\_78 is shown in the figure below; a full example is included in Appendix 3, Example MTS Jobs Report. Note that job identifiers are assigned by the system at the time of execution and are unique to each job run.

Report # 78		<b>Daily MTS Jobs Report</b>		November 14, 2012	
Start Date: 11/13/2012		Stop Date: 11/14/2012		10:17 AM, EST	
Job ID	Job Name	Date/Time	Status		
45636	DailyFinancialJobs	11/13/2012 02:00:00	Started		
45637	DailyFinancialJobs	11/13/2012 02:00:00	Completed		
45638	org.dhhs.mtcse.job.InterestChargingJob	11/13/2012 02:00:06	Started		
45639	org.dhhs.mtcse.job.InterestChargingJob	11/13/2012 02:00:06	Completed		
45640	org.dhhs.mtcse.job.ObligationMonitorJob	11/13/2012 02:00:06	Started		
45641	org.dhhs.mtcse.job.ObligationMonitorJob	11/13/2012 02:00:06	Completed		
45642	org.dhhs.mtcse.job.AccountChargingJob	11/13/2012 02:00:06	Started		
45643	org.dhhs.mtcse.job.AccountChargingJob	11/13/2012 02:00:06	Completed		
45644	org.dhhs.mtcse.job.DelinquencyMonitor	11/13/2012 02:00:06	Started		
45645	org.dhhs.mtcse.job.DelinquencyMonitor	11/13/2012 02:00:06	Completed		
45646	org.dhhs.mtcse.job.BillingNoticeJob	11/13/2012 02:00:06	Started		
45647	org.dhhs.mtcse.job.BillingNoticeJob	11/13/2012 02:00:06	Completed		
45648	org.dhhs.mtcse.job.URAAccrualJob	11/13/2012 02:00:06	Started		
45649	org.dhhs.mtcse.job.URAAccrualJob	11/13/2012 02:00:06	Completed		
45650	DailyMonitorJobs	11/13/2012 03:00:00	Started		
45651	DailyMonitorJobs	11/13/2012 03:00:00	Completed		
45652	org.dhhs.mtcse.job.CaseClosureMonitorJob	11/13/2012 03:00:05	Started		
45653	org.dhhs.mtcse.job.CaseClosureMonitorJob	11/13/2012 03:00:05	Completed		
45654	org.dhhs.mtcse.job.IntakeDocumentMonitor	11/13/2012 03:00:15	Started		
45655	org.dhhs.mtcse.job.IntakeDocumentMonitor	11/13/2012 03:00:15	Completed		
45656	org.dhhs.mtcse.job.IntakeAlertMonitorJob	11/13/2012 03:00:15	Started		
45657	org.dhhs.mtcse.job.IntakeAlertMonitorJob	11/13/2012 03:00:15	Completed		
45658	org.dhhs.mtcse.job.LocateLetterMonitor	11/13/2012 03:00:15	Started		
45659	org.dhhs.mtcse.job.LocateLetterMonitor	11/13/2012 03:00:15	Completed		
45660	org.dhhs.mtcse.job.LocateTimeMonitor	11/13/2012 03:00:15	Started		
45661	org.dhhs.mtcse.job.LocateTimeMonitor	11/13/2012 03:00:15	Completed		
45662	org.dhhs.mtcse.job.PaternityLetterMonitor	11/13/2012 03:00:19	Started		
45663	org.dhhs.mtcse.job.PaternityLetterMonitor	11/13/2012 03:00:19	Completed		
45664	org.dhhs.mtcse.job.EstablishmentLetterMonitor	11/13/2012 03:00:19	Started		
45665	org.dhhs.mtcse.job.EstablishmentLetterMonitor	11/13/2012 03:00:19	Completed		

Figure 27 – Daily MTS Jobs Report

## 5.2 Run Inventory

The MTS job schedule includes six specific types of job: daily financial, daily case management, monthly financial, quarterly federal report (OCSE 34A), annual federal report (OCSE 75), and non-system monitored processes.

Run	Description	Schedule
DailyFinancialJobs	Daily financial jobs, run nightly. Required.	
DailyMonitorJobs	Daily case management jobs, run nightly. Required.	
AccountsHistoryJob	Monthly financial job, run monthly. Required.	
Qtr{}FedFYReportJob	Quarterly report run at end of each fiscal quarter, after nightly jobs are completed. Required.	
AnnualFedFYReportJob	Annual report run at end of last fiscal quarter, after nightly jobs are completed, and after quarterly has completed. Required.	
Non-System Monitored Processes	Application-driven functions and operating system functions.	

Figure 28 – Inventory of MTS Job Runs

### 5.2.1 Run: Daily Financial Jobs

Daily Financial Jobs execute on an automatic basis each night. Schedule is normally set for execution at 2:00 AM. The component jobs are listed after the table below. As shown in Appendix 3, Example MTS Jobs Report, MTS assigns a unique job run identifier to the job group and to each component job at the time of execution.

Financial Jobs	Schedule and Description
Schedule	Daily, scheduled as overnight process, usually at 2:00 AM.
Purpose	Finalize all financial transactions initiated during the day by a user or by the system, including applying interest, updating account status vs effective dates, charging arrears and delinquency, generating billing statements and URA Accrual.
Related files	MTS Database.
Initiation	Predetermined time, generally 2:00 AM
Run time	Estimated run time for a small case load is less than two minutes.

Financial Jobs	Schedule and Description
Reports	<p>No interactive reports required from operations staff.</p> <p>Errors during execution are identified in an email generated automatically to designated recipients. Job completion and status are available in the MTSJobs_78 report from the MTS report drop-down. In addition, specific job output is available in the MTS log file.</p>

Figure 29 – Daily Financial Jobs Overview

### Daily Financial Jobs -- Schedule

The daily financial jobs include the following:

Job Name	Group	Sequence	Frequency	Notes	System Stop
CaseTypeAssignment	CASEMGMT_GROUP	1	2 am nightly	Updates case type assignment	True
InterestCharging	CHARGING_GROUP	2	2 am nightly	Applies interest to debts with an interest rate. Only runs once a month	True
ObligationMonitorJob	CHARGING_GROUP	3	2 am nightly	Opens and Closes Debt Accounts based on Eff Date and End Date	True
AccountCharging	CHARGING_GROUP	4	2 am nightly	Charges Current Support and Ordered Arrears based on Charge Date	True
DelinquencyMonitor	CHARGING_GROUP	5	2 am nightly	Manages account delinquency based on CSUP balances	False
BillingNoticeJob	CHARGING_GROUP	6	2 am nightly	Generates billing statements	False
URAAccrualJob	CHARGING_GROUP	7	2 am nightly	URA Accrual	False

Figure 30 – Daily Financial Jobs Schedule

Note that four of the individual jobs have significant priority – an error will stop the system and generate the notification email with detail on the error for discussion with technical resources.

Users will not be able to log on until the error condition is corrected and the job run successfully by technical resources or support staff.

The remaining jobs will not cause a system stop, but each will generate an email message, with detail on the error, for discussion with technical resources. Once the error condition is corrected, technical resources or support staff may re-run the affected job at any time.

Available in the MTS Reports drop-down, the *MTSJobs\_78* report gives the status of each job that was scheduled to run on a specific date. See the example jobs report at Appendix 3, Example MTS Jobs Report.

### Daily Financial Jobs – Error Messages

Use the table below to identify the error messages that have particular significance to your daily financial jobs, and the corrective procedures that operators are to follow.

Daily Financial Jobs -- Error Messages		
#	Error Message	Corrective Procedure
1		
2		
3		

Figure 31 – Daily Financial Jobs Error Messages

### Daily Financial Jobs – Restart Procedure

MTS restart/recovery procedures for daily financial jobs are given below. Use additional lines for notes or recovery procedures specific to your implementation.

Daily Financial Jobs -- Restart / Recovery Procedures	
#	Action
1	Review email and/or java dump of error; analyze fault
2	Correct the issue noted in the error message
3	Stop the database server
4	Stop the application server
5	Reset server date and time
6	Start the database server

7	Restore data from current nightly backup (run at 11:00 PM local time)
8	Start the application server
9	Run the nightly job execution script

Figure 32 – Daily Financial Jobs Restart Procedure

### Daily Financial Jobs – Primary User Contact

Identify the user contact (and alternate if appropriate) for daily financial jobs.

Primary User Contact		
Name	Organization	Phone

Figure 33 – Daily Financial Jobs Primary User Contact

### Daily Financial Jobs – Output Reports

Daily financial jobs do not generate output reports.

#### 5.2.2 Run: Daily Case Management Jobs

Daily Case Management Jobs consist of the *case management group* of jobs that MTS executes on an automatic basis each night. Schedule is normally set for execution at 3:00 AM. The component jobs are listed after the table below. As shown in the MTS Jobs report example in Appendix 3, MTS assigns a unique job run identifier to the job group and to each component job at the time of execution.

Case Mgt Jobs	Schedule and Description
Schedule	Daily, scheduled as overnight process, usually at 3:00 AM
Purpose	Finalize all case management transactions initiated during the day by a user or by the system, including updates to case functions, closure, document generation, child emancipation, user role expiration, and associated tickler generation
Related files	MTS Database
Initiation	Predetermined time, generally 3:00 AM
Run time	Estimated run time for approximately 100 cases is less than one minute to complete

Case Mgt Jobs	Schedule and Description
	all individual jobs in the case management group
Reports	No interactive reports required from operations staff  Errors during execution are identified in an email generated automatically to designated recipients. Job completion and status are available in the MTSJobs_78 report from the MTS report drop-down. In addition, specific job output is available in the MTS log file.

Figure 34 – Daily Case Management Jobs Overview

### Daily Case Management Jobs -- Schedule

The daily Case Management jobs include the following:

Job Name	Group	Sequence	Frequency	Notes	System Stop
CaseFunctionMonitor	CASEMGMT_GROUP	1	3:00 AM nightly	Updates case function assignment	False
CaseClosureMonitor	CASEMGMT_GROUP	2	3:00 AM nightly	Monitor for case closure	False
IntakeDocumentMonitor	CASEMGMT_GROUP	3	3:00 AM nightly	Monitor documents dispositions and generates ticklers as appropriate	False
IntakeAlertMonitor	CASEMGMT_GROUP	4	3:00 AM nightly	Generates ticklers for birthdates	False
LocateLetterMonitor	CASEMGMT_GROUP	5	3:00 AM nightly	Monitor locate document dispositions	False
LocateTimeMonitor	CASEMGMT_GROUP	6	3:00 AM nightly	Address and Employers check for NCP and ticklers	False
PaternityLetterMonitor	CASEMGMT_GROUP	7	3:00 AM nightly	Paternity letter monitor and tickler generation	False
EstablishmentLetter Monitor	CASEMGMT_GROUP	8	3:00 AM nightly	Establishment letter monitor and tickler generation	False

Job Name	Group	Sequence	Frequency	Notes	System Stop
ReviewMonitor	CASEMGMT_GROUP	9	3:00 AM nightly	Case review monitor and tickler generation	False
EnforcementAlert Monitor	CASEMGMT_GROUP	10	3:00 AM nightly	Document monitoring and tickler generation.	False
EmancipationMonitor	CASEMGMT_GROUP	11	3:00 AM nightly	Monitors child emancipation date	False
CheckEscheatment Monitor	CASEMGMT_GROUP	12	3:00 AM nightly	Monitors for escheated checks	False
TicklerGeneration MonitorJob	CASEMGMT_GROUP	13	3:00 AM nightly	Generates tickers when a user role expires	False

Figure 35 – Daily Case Management Jobs Schedule

Note that none of the individual jobs have priority to stop the system when an error occurs, but each will generate an email message, with detail on the error, for discussion with technical resources. Once the error condition is corrected, technical resources or support staff may re-run the affected job at any time. In the meantime, users will not be automatically prevented from logging on to the system.

The remaining jobs will not cause a system stop, but each will generate an email message, with detail on the error, for discussion with technical resources. Once the error condition is corrected, technical resources or support staff may re-run the affected job at any time.

Available in the MTS Reports drop-down, the MTSJobs\_78 report gives the status of each job that was scheduled to run on a specific date. See the example jobs report at Appendix 3.

### Daily Case Management Jobs – Error Messages

Use the table below to identify the error messages that have particular significance to your daily financial jobs, and the corrective procedures that operators are to follow.

Daily Case Management Jobs -- Error Messages		
#	Error Message	Corrective Procedure
1		
2		

Daily Case Management Jobs -- Error Messages		
#	Error Message	Corrective Procedure
3		

Figure 36 – Daily Case Management Jobs Error Messages

**Daily Case Management Jobs – Restart Procedure**

MTS restart/recovery procedures for daily case management jobs are given below. Use additional lines for notes or recovery procedures specific to your implementation.

Daily Case Management Jobs -- Restart / Recovery Procedures	
#	Action
1	Review email and/or java dump of error; analyze fault
2	Correct the issue noted in the error message
3	Stop the database server
4	Stop the application server
5	Reset server date and time
6	Start the database server
7	Restore data from current nightly backup (run at 11:00 PM or 12:00 AM)
8	Start the application server
9	Run the nightly job execution script

Figure 37 – Daily Case Management Jobs Restart Procedure

**Daily Case Management Jobs – Primary User Contact**

Identify the user contact (and alternate if appropriate) for daily case management jobs.

Primary User Contact		
Name	Organization	Phone

Figure 38 – Daily Case Management Jobs Primary User Contact

**Daily Case Management Jobs – Output Reports**

Daily case management jobs do not generate output reports.

**5.2.3 Run: Monthly Financial Job**

One financial job runs on a monthly basis, executing at 11:45 PM on the last day of each month. As shown in the MTS Jobs report example in Appendix 3, MTS assigns a unique job run identifier to the job at the time of execution.

Month-end Financial Job	Schedule and Description
Schedule	Monthly, scheduled during overnight process, usually at 11:45 PM on the last day of the calendar month
Purpose	Resets month end balances
Related files	MTS Database
Initiation	Predetermined time, generally 11:45 PM
Run time	Estimated run time for a small case load is less than two minutes
Reports	No interactive reports required from operations staff Errors during execution are identified in an email generated automatically to designated recipients. Job completion and status are available in the MTSJobs_78 report from the MTS report drop-down. In addition, specific job output is available in the MTS log file.

Figure 39 – Monthly Financial Job Overview

**Monthly Financial Job -- Schedule**

There is one MTS financial job that executes monthly on an automated basis.

Job Name	Group	Sequence	Frequency	Notes	System Stop
AccountsHistoryJob	MONTHLY_ GROUP	1	11:45 PM Last Day of Month	Resets month end balances	False

Figure 40 – Monthly Financial MTS Job Schedule

Note that this individual job does not have priority to stop the system when an error occurs, but will generate an email message, with detail on the error, for discussion with technical resources. Once the error condition is corrected, technical resources or support staff may re-run the affected job at any time. In the meantime, users will not be automatically prevented from logging on to the system.

Available in the MTS Reports drop-down, the *MTSJobs\_78* report gives the status of each job that was scheduled to run on a specific date. See the example jobs report at Appendix 3.

### Monthly Financial Job – Error Messages

Use the table below to identify the error messages that have particular significance to your monthly financial job, and the corrective procedures that operators are to follow.

Monthly Financial Job -- Error Messages		
#	Error Message	Corrective Procedure
1		
2		
3		

Figure 41 – Monthly Financial Jobs Error Messages

### Monthly Financial Job – Restart Procedure

MTS restart/recovery procedures for the monthly financial job are given below. Use additional lines for notes or recovery procedures specific to your implementation.

Monthly Financial Jobs -- Restart / Recovery Procedures	
#	Action
1	Review email and/or java dump of error and analyze fault
2	Correct the issue noted in the error message
3	Stop the database server
4	Stop the application server
5	Reset server date and time
6	Start the database server
7	Restore data from current nightly backup (run at 11:00 PM or 12:00 AM)
8	Start the application server
9	Run the nightly job execution script

Figure 42 – Monthly Financial Job Restart Procedure

### Monthly Financial Jobs – Primary User Contact

Identify the user contact (and alternate if appropriate) for the monthly financial job.

Primary User Contact		
Name	Organization	Phone

Figure 43 – Monthly Financial Job Primary User Contact

### Monthly Financial Job – Output Reports

The monthly financial job does not generate output reports.

#### 5.2.4 Run: Quarterly Federal Report Job

One MTS job runs on a quarterly basis to generate the quarterly federal report, OCSE 34A. Schedule is normally set for execution at 5:00 AM on the first day after the end of each federal fiscal quarter, generating one report for each of the four federal fiscal quarters. As shown in the MTS Jobs report, MTS assigns a unique job run identifier to the job group and to each component job at the time of execution.

Quarterly Federal Report Job	Schedule and Description
Schedule	Once quarterly, scheduled as part of overnight process, usually at 5:00 AM on the first day after end of each federal fiscal quarter
Purpose	Generate the quarterly federal report, OCSE 34A
Related files	MTS Database
Initiation	Predetermined time, generally 3:00 AM
Run time	Estimated run time for a small case load is less than two minutes.
Reports	No interactive reports required from operations staff Errors during execution are identified in an email generated automatically to designated recipients. Job completion and status are available in the MTSJobs_78 report from the MTS report drop-down. In addition, specific job output is available in the MTS log file.

Figure 44 – Quarterly Federal Report Job Overview

#### Quarterly Federal Job -- Schedule

One MTS job executes each quarter on an automated basis, depending on the quarter end date. The job executes on the first day following the end of the fiscal quarter, as noted below.

Job Name	Group	Sequence	Frequency	Notes	System Stop
Qtr1FedFYReportJob	QTRREPORTING_TRIGGER_GROUP	1	5:00 AM First Day after Qtr1 end (Jan 1)	Federal Quarterly Reports	False
Qtr2FedFYReportJob	QTRREPORTING_TRIGGER_GROUP	1	5:00 AM First Day after Qtr2 end (Apr 1)	Federal Quarterly Reports	False
Qtr3FedFYReportJob	QTRREPORTING_TRIGGER_GROUP	1	5:00 AM First Day after Qtr3 end (Jul 1)	Federal Quarterly Reports	False

Job Name	Group	Sequence	Frequency	Notes	System Stop
	TRIGGER_GROUP		1)	Reports	
Qtr4FedFYReportJob	QTRREPORTING_ TRIGGER_GROUP	1	5:00 AM First Day after Qtr4 end (Oct 1)	Federal Quarterly Reports	False

Figure 45 – Quarterly Federal MTS Job Schedule

Note that these individual jobs do not have priority to stop the system when an error occurs, but each will generate an email message, with detail on the error, for discussion with technical resources. Once the error condition is corrected, technical resources or support staff may re-run the affected job at any time. In the meantime, users will not be automatically prevented from logging on to the system.

Available in the MTS Reports drop-down, the MTSJobs\_78 report gives the status of each job that was scheduled to run on a specific date. See the example jobs report at Appendix 3.

### Quarterly Federal Job – Error Messages

Use the table below to identify the error messages that have particular significance to your daily financial jobs, and the corrective procedures that operators are to follow.

Quarterly Federal Job -- Error Messages		
#	Error Message	Corrective Procedure
1		
2		
3		

Figure 46 – Quarterly Federal Jobs Error Messages

### Quarterly Federal Job – Restart Procedure

MTS restart/recovery procedures for quarterly federal report jobs are given below. Use additional lines for notes or recovery procedures specific to your implementation.

Quarterly Federal Jobs -- Restart / Recovery Procedures	
#	Action
1	Review email and/or java dump of error; analyze fault
2	Correct the issue noted in the error message
3	Stop the database server
4	Stop the application server
5	Reset server date and time
6	Start the database server
7	Restore data from current nightly backup (run at 11:00 PM or 12:00 AM)
8	Start the application server
9	Run the nightly job execution script

Figure 47 – Quarterly Federal Job Restart Procedure

### Quarterly Federal Jobs – Primary User Contact

Identify the user contact (and alternate if appropriate) for quarterly federal job.

Primary User Contact		
Name	Organization	Phone

Figure 48 – Quarterly Federal Job Primary User Contact

### Quarterly Federal Job – Output Reports

The quarterly federal report job generates one output report for users to access in the MTS report drop-down. This report is titled OCSE34Form2003 and identified by the end date of the completed fiscal quarter in the MTS drop-down.

### 5.2.5 Run: Annual Federal Report Job

One MTS job runs on an annual basis to generate the annual federal report, OCSE 75. Schedule is normally set for execution at 6am on the first day after the end of the federal fiscal year, generating one report for the completed federal fiscal year. As shown in the MTS Jobs report, MTS assigns a unique job run identifier to the job group and to each component job at the time of execution.

Quarterly Federal Report Job	Schedule and Description
Schedule	Once annually, scheduled as part of overnight process, usually at 6:00 AM on the lasts day of the federal fiscal year
Purpose	Generate the quarterly federal report, OCSE 75
Related files	MTS Database
Initiation	Predetermined time, generally 6 am
Run time	Estimated run time for a small case load is less than two minutes
Reports	No interactive reports required from operations staff  Errors during execution are identified in an email generated automatically to designated recipients. Job completion and status are available in the MTSJobs_78 report from the MTS report drop-down. In addition, specific job output is available in the MTS log file.

Figure 49 – Annual Federal Report Job Overview

### Annual Federal Job -- Schedule

One MTS job executes quarterly on an automated basis. The job executes on the first day after the end of the federal fiscal year, i.e., each October 1.

Job Name	Group	Sequence	Frequency	Notes	System Stop
AnnualFedFYReportJob	FYREPORTING_ TRIGGER_ GROUP	1	6:00 AM First Day after year end (Oct1)	Federal Annual Reports	False

Figure 50 – Annual Federal MTS Job Schedule

Note that this individual job does not have priority to stop the system when an error occurs, but will generate an email message, with detail on the error, for discussion with technical resources. Once the error condition is corrected, technical resources or support staff may re-run the affected job at any time. In the meantime, users will not be automatically prevented from logging on to the system.

Available in the MTS Reports drop-down, the MTSJobs\_78 report gives the status of each job that was scheduled to run on a specific date. See the example jobs report at Appendix 3.

### Annual Federal Job – Error Messages

Use the table below to identify the error messages that have particular significance to your daily financial jobs, and the corrective procedures that operators are to follow.

Annual Federal Job -- Error Messages		
#	Error Message	Corrective Procedure
1		
2		

Figure 51 – Annual Federal Jobs Error Messages

### Annual Federal Job – Restart Procedure

MTS restart/recovery procedures for the annual federal report job are given below. Use additional lines for notes or recovery procedures specific to your implementation.

Annual Federal Jobs -- Restart / Recovery Procedures	
#	Action
1	Review email and/or java dump of error and analyze fault
2	Correct the issue noted in the error message
3	Stop the database server
4	Stop the application server
5	Reset server date and time
6	Start the database server
7	Restore data from current nightly backup (run at 11:00 PM or 12:00 AM)

8	Start the application server
9	Run the nightly job execution script

Figure 52 – Annual Federal Job Restart Procedure

### Annual Federal Jobs – Primary User Contact

Identify the user contact (and alternate if appropriate) for annual federal job.

Primary User Contact		
Name	Organization	Phone

Figure 53 – Annual Federal Job Primary User Contact

### Annual Federal Job – Output Reports

The annual federal report job generates one output report for users to access in the MTS report drop-down. This report is titled OCSE75 and identified by the end date of the completed fiscal quarter in the MTS drop-down.

## 5.3 Non-System Monitored Processes

CRON Jobs		
Name	Time	Purpose
mysql_backup.sh	11:00 PM	Backup, compress and check into SVN backup of database
mysql_ddl_dump.sh	11:30 PM	Backup and check into SVN backup of database structure
compress_jboss_log.sh	01:05 AM	Compress JBoss log file
jboss_stop.sh	04:00 AM	Stop JBoss Application server
svn_update.sh	04:05 AM	Update server files to the current version from the SVN
mts_deploy.sh	04:15 AM	Deploy the current Flex .EAR file
jboss_start.sh	04:30 AM	Start JBoss Application server
awstats_updateall.pl	12:00 AM	Run log analyzer for advanced statistics

## 6 System Restores

### 6.1 MTS Restore Overview

The major components subject to possible failure scenarios include the operating system, the network, the Apache web server, the JBOSS application service, and the MySQL database.

Use this section to document the steps required to restore operations for each component / scenario.

#### 6.1.1 Operating System Restoration

Document the restoration scenario and the steps required to re-enable MTS operation in your environment.

MTS Operating System Restoration		
#	General Restoration Steps	Required Backups
1		
2		
3		
4		
5		
6		
7		
8		

Figure 54 – MTS Operating System

### 6.1.2 Apache Web Service Restoration

Document the restoration scenario and the steps required to re-enable MTS operation in your environment.

MTS Apache Web Service Failure		
#	General Restoration Steps	Required Backups
1		
2		
3		
4		
5		
6		
7		
8		

Figure 55 – MTS Restore Apache Web Service

### 6.1.3 JBoss Application Service Restoration

Document the restoration scenario and the steps required to re-enable MTS operation in your environment.

JBoss Application Service Failure		
#	General Restoration Steps	Required Backups
1		
2		
3		
4		
5		
6		

JBoss Application Service Failure		
#	General Restoration Steps	Required Backups
7		
8		

Figure 56 – MTS Restore JBoss Application Service

#### 6.1.4 MySQL Restoration

Document the restoration scenario and the steps required to re-enable MTS operation in your environment.

MySQL Database Failure		
#	General Restoration Steps	Required Backups
1		
2		
3		
4		
5		
6		
7		
8		

Figure 57 – MTS Restore MySQL Database Service

## 7 System Installation & Deployment

### 7.1 Installation and Deployment Documents

Settings that allow an administrator to install and configure a server for MTS use are documented in MTS system documentation, in the MTS Setup Worksheet and the VPN Settings Worksheet.

Technical staff may find it helpful to append the content of both Worksheets to this document for future reference.

## 8 Configuration Files

The following is a list of the application files modified by the MTS at system setup, including network files, MySQL, and JBoss files.

### 8.1 Network Configuration Files

The following network configuration files are changed from their default status by MTS as part of the MTS Installation.

Network Configuration Files	
Name	Description
vhost.conf.template	Host Name/Proxy lookup
vhost.conf	Host Name/Proxy lookup
application.properties	MTS Email and settings file
mail-service.xml	Email setup file
new-sudoers	System permissions setup

### 8.2 MySQL Configuration Files

The following MySQL configuration files are changed from their default status by MTS as part of the MTS installation.

MySQL Configuration Files	
Name	Description
mysql_shadow.sh	MTS shadow database copy
mysql_backup.sh	MTS database backup scrip
backupdocs.sh	Docgen backup script
mysqlsetup.sh	MTS MYSQL setup script
mysql_refresh.sh	MTS MYSQL refresh script
my.cnf	MYSQL settings file
mysql-ds.xml	MYSQL data source file

### 8.3 JBoss Configuration File

The following JBoss configuration file is changed from its default status by MTS as part of the MTS Installation.

<b>JBoss Configuration File</b>	
<b>Name</b>	<b>Description</b>
jboss.sh	MTS JBOSS setup

As noted earlier in this document, settings that allow an administrator to install and configure a server for MTS use are documented in MTS system documentation, in the MTS Setup Worksheet, and the VPN Settings Worksheet. Technical staff may find it helpful to append the content of the both Worksheets to this document for future reference.

## 9 Appendices

The following appendices support the information as referenced in this Manual:

Appendix 1 Hardware and Software Configuration for Servers and Workstations

Appendix 2 MTS Jobs Schedule

Appendix 3 Example MTS Jobs Report

Appendix 4 MTS Error Messages

Appendix 5 MTS Setup Worksheets

## 9.1 Appendix 1 -- Hardware/Software Specifications for MTS Servers and PCs

### Recommended Configuration for MTS Servers

As shown on the OCSE website as of March 15, 2013.

<http://www.acf.hhs.gov/programs/css/resource/tribal-server-recommendations>

The following table outlines the Division of State and Tribal Systems' (DSTS) recommendations for server configurations for tribes who will be implementing the MTS.

Component	Recommendation
Processor	Xeon Quad Core 2.66 GHz 64-bit (x64) or better
Memory	8 GB DDR2 6400 or 8500 or DDR3 8500 SDRAM or better
Hard Disk	Dual 500 GB eSATA 7,200 or 10,000 rpm Hard Drives with RAID 1 controller or better
Networking	2 x 100/1000 MB Ethernet (Separate network for backup) (Wireless networks used for child support data should conform to IEEE 802.11i or later and have a minimum of WPAs-AES 128 bit encryption)
Peripherals	Mouse, keyboard, speakers, minimum 4 free USB connectors
Optical Drive	DVD±RW or better
Backup	72GB Tape/Remote Network Attached Storage (NAS) or better
UPS	1500 VA with shutdown software or better
Display	19" or larger 1280x1024 minimum resolution WSVGA monitor (16:9 aspect) with 128KB graphics memory or better
Software	<p><b>Operating System</b></p> <p><b>MTS has been deployed, documented, and tested on the following platforms:</b></p> <p>Windows 2003 Server R2</p> <p>SUSE Linux</p> <p>MAC OSX 10.6</p> <p>VMware – vSphere, ESXi 4.1, Hypervisor, Player, Server (Packaged Deployment)</p> <p>Note: When using virtual machine deployments please account for both the host operating system memory requirements and the virtual machine requirements. If a virtual machine is running on Windows, the minimum memory requirements would be 12 GB. Disk requirements must also account for both the host and virtual machine. If the virtual machine is</p>

Component	Recommendation
	<p>running on Windows, the minimum disk requirements would be 750 GB.</p> <p><b>The following platforms should support MTS, but MTS has not yet been deployed on them:</b></p> <p>Windows 2008 Server</p> <p>Red Hat Linux <b>or</b> equivalent 64-bit Operating Systems</p> <p><b>MTS Application Support</b></p> <p>Apache HTTP Server 2.2</p> <p>JBoss Application Server 5.1.56</p> <p>MySQL DBMS 5.051</p> <p>Internet Explorer 8 or higher or Firefox 13 or higher or Chrome 17.0 or higher</p> <p>Adobe Flash Player 10 or higher (Web browser plug-in)</p> <p>Norton Internet Security or McAfee Internet Security or PC-Cillin Internet Security or AVG Internet Security or equivalent</p> <p>Symantec Backup Exec or CommVault Galaxy Express or Yosemite Backup or Acronis or equivalent</p> <p>Note: <i>The MTS development environment should not be run on the application server.</i></p>

#### Additional Server Recommendations:

- When utilizing onboard RAID 1 controllers, continually monitor degradation statistics. A continual review of RAID performance is highly beneficial when the server supports a transactional DBMS. Hardware vendors use a variety of chipsets and software to support RAID 1.
- Hard drive transfer rates, spindle speeds and cache all impact disk performance and will dictate the overall speed of data access.
- As a rule, application servers utilize RAM and swap to virtual disk when RAM is unavailable. Sufficient RAM is extremely important for server performance. When using Virtual Machine (VM) technology the memory will be split between the host server and any VM servers being implemented. For this reason, acquiring servers that can be expanded to 12GB or more is recommended.
- Single server configurations that will utilize VM technology will require multiple licenses for the selected operating system. Also, VM servers require a fixed amount of disk space to load additional operating systems and associated software.
- The management of sensitive data requires that security procedures be implemented to isolate the hardware containing relevant information. If the server is to be housed in an enclosed location, ensure there is proper ventilation and fire suppression. Keep equipment off of floors to minimize water and flood damage exposure. Rack mounting is acceptable.

- Backup requirements and procedures need to be followed. We recommend that a minimum of three generations of backups be maintained. If a requirement for offsite backup exists or there are no local technical personnel, tape drives with autoloaders should be used to rotate daily, weekly, and monthly backups without significant user intervention. All backups (both onsite and offsite) need to be kept in a secure location, preferably in a fireproof safe, locked firebox, or similar secure housing.
- With the arrival of 64 bit operating systems, the inherent memory limitations imposed by a 32 bit OS have been lifted. Currently most 32 bit OS have a limit of 4 GB. Most 64 bit OS's have lifted some but not all memory limits. These limits still impact the OS version purchased. Windows 2003 server x64, for example, allows for 32GB of memory to be addressed and the Enterprise edition allows for 2TB of memory to be addressed. Keep these memory limitations in mind when purchasing your server hardware and software.

### Recommended Configuration for MTS Personal Computers

As shown on the OCSE website as of April 23, 2013.

<http://www.acf.hhs.gov/programs/css/resource/personal-computer-specification>

The following table outlines DSTS' recommendations for computers. These requirements are designed to assist the tribe in meeting requirements outlined in 45 CFR 310.

Component	Recommendation
Processor	Intel Core i7 or better
Memory	4 Gigabyte (GM) RAM (32-bit) or (64-bit)
Hard Disk	500 GB SATA 7,200 or 10,000 rpm Hard Drive
Networking	100/1000 MB Ethernet or better (Separate network needed for backup) (Wireless networks used for child support data should conform to IEEE 802.11i or later and have a minimum of WPAs-AES 128 bit encryption)
Peripherals	Mouse, keyboard, desktop printer, and speakers, 3 spare USB connectors
Optical Drive	DVD±R/RW or better
Display	19" or larger 1280x1024 minimum resolution SXGA monitor (5:4 aspect) with 128KB graphics memory or better with DVI or HDMI <i>*Resolution requirements are based on MTS minimum requirements and could be reduced if the tribe is not planning on using MTS</i>
Basic Software for all Users	Microsoft Windows 7 or XP* ( <i>Note: Microsoft is releasing Windows 8 which has not yet been tested with the MTS</i> ) Microsoft Office 2010 Professional (includes Word, PowerPoint, Excel, Publisher,

Component	Recommendation
	<p>Outlook, OneNote, and Access.)</p> <p>Adobe Acrobat Reader 10 or higher</p> <p>Norton Internet Security <b>or</b> McAfee Internet Security <b>or</b> PC-Cillin Internet Security <b>or</b> AVG Internet Security <b>or</b> equivalent</p> <p>Internet Explorer 8 or higher <b>or</b> Firefox 9 or higher <b>or</b> Chrome 17.0 or higher</p> <p>Adobe Flash Player 11 or higher (Web browser plug-in)</p> <p><i>*Windows XP users should note that Microsoft has already ended mainstream support for XP and will be ending extended support in April, 2014. See <a href="http://windows.microsoft.com/en-us/windows/products/lifecycle">http://windows.microsoft.com/en-us/windows/products/lifecycle</a> for details.</i></p>
Additional Software for Managers	<p>Microsoft Project 2010 or higher <b>or</b> equivalent</p> <p>Adobe Acrobat Professional 10 or higher (for PDF creation) <b>or</b> equivalent</p>
Additional Software for Web Development	<p>Microsoft Expression Web <b>or</b> Adobe Dreamweaver, <b>or</b> open source KompoZer <b>or</b> equivalent</p>

## 9.2 Appendix 2 -- MTS Job Schedule

Job Name	Group	Sequence	Schedule	Frequency	Notes	System Stop
PrintManagerJob	PRINTDEAMON_GROUP	None	Every minute	Daily	Prints notices	
DisbursementJob	DISBURSEMENT_GROUP	1	Every 5 min	M -- F 7:00 AM 9:00 PM	Processes all Disbursements	False
Distribution ProducerJob	DISBURSEMENT_GROUP	2	Every 5 min	M -- F 7:00 AM 9:00 PM	Performs Distribution on all receipts	False
DisbursementJob	DISBURSEMENT_GROUP	1	Every 5 min	Sa -- Su 7:00 AM 10:00 AM	Processes all Disbursements on weekend	False
Distribution ProducerJob	DISBURSEMENT_GROUP	2	Every 5 min	Sa -- Su 7:00 AM 10:00 AM	Performs Distribution on all receipts on weekend	False
CaseType Assignment	CASEMGMT_GROUP	1	2 am nightly	Daily	Updates case type assignment	True
InterestCharging	CHARGING_GROUP	2	2 am nightly	Daily	Applies interest to debts with an interest rate. Only runs once a month	True
ObligationMonitor Job	CHARGING_GROUP	3	2 am nightly	Daily	Opens and Closes Debt Accounts based on Effective Date and End Date	True
AccountCharging	CHARGING_GROUP	4	2 am nightly	Daily	Charges Current Support and Ordered Arrears based on Charge Date	True
Delinquency Monitor	CHARGING_GROUP	5	2 am nightly	Daily	Manages account delinquency	False

Job Name	Group	Sequence	Schedule	Frequency	Notes	System Stop
					based on CSUP balances	
BillingNoticeJob	CHARGING_GROUP	6	2 am nightly	Daily	Generates billing statements	False
URAAccrualJob	CHARGING_GROUP	7	2 am nightly	Daily	URA Accrual	False
AccountsHistoryJob	MONTHLY_GROUP	1	11:45 PM Last Day of Month	Monthly	Resets month end balances	False
Qtr1FedFYReportJob	QTRREPORTING_TRIGGER_GROUP	1	5:00 AM First Day after Qtr1 end (Jan 1)	Quarterly after quarter end	Federal Quarterly Reports	False
Qtr2FedFYReportJob	QTRREPORTING_TRIGGER_GROUP	1	5:00 AM First Day after Qtr2 end (Apr 1)	Quarterly after quarter end	Federal Quarterly Reports	False
Qtr3FedFYReportJob	QTRREPORTING_TRIGGER_GROUP	1	5:00 AM First Day after Qtr3 end(Jul 1)	Quarterly after quarter end	Federal Quarterly Reports	False
Qtr4FedFYReportJob	QTRREPORTING_TRIGGER_GROUP	1	5:00 AM First Day after Qtr4 end (Oct 1)	Quarterly after quarter end	Federal Quarterly Reports	False
AnnualFedFYReportJob	FYREPORTING_TRIGGER_GROUP	1	6 am First Day after year end (Oct1)	Annual after year end	Federal Annual Reports	False
CaseFunctionMonitor	CASEMGMT_GROUP	1	3:00 AM nightly	Daily	Updates case function assignment	False
CaseClosureMonitor	CASEMGMT_GROUP	2	3:00 AM nightly	Daily	Monitor for case closure	False

Job Name	Group	Sequence	Schedule	Frequency	Notes	System Stop
IntakeDocument Monitor	CASEMGMT_GROUP	3	3:00 AM nightly	Daily	Monitor documents dispositions and generates ticklers as appropriate	False
IntakeAlert Monitor	CASEMGMT_GROUP	4	3:00 AM nightly	Daily	Generates ticklers for birthdates	False
LocateLetter Monitor	CASEMGMT_GROUP	5	3:00 AM nightly	Daily	Monitor locate document dispositions	False
LocateTime Monitor	CASEMGMT_GROUP	6	3:00 AM nightly	Daily	Address and Employers check for NCP and ticklers	False
PaternityLetter Monitor	CASEMGMT_GROUP	7	3:00 AM nightly	Daily	Paternity letter monitor and tickler generation	False
Establishment LetterMonitor	CASEMGMT_GROUP	8	3:00 AM nightly	Daily	Establishment letter monitor and tickler generation	False
ReviewMonitor	CASEMGMT_GROUP	9	3:00 AM nightly	Daily	Case review monitor and tickler generation	False
EnforcementAlert Monitor	CASEMGMT_GROUP	10	3:00 AM nightly	Daily	Document monitoring and tickler generation.	False
Emancipation Monitor	CASEMGMT_GROUP	11	3:00 AM nightly	Daily	Monitors child emancipation date	False
Check Escheatment Monitor	CASEMGMT_GROUP	12	3:00 AM nightly	Daily	Monitors for escheated checks	False
TicklerGeneration MonitorJob	CASEMGMT	13	3:00 AM nightly	Daily	Generates ticklers when a	False

Job Name	Group	Sequence	Schedule	Frequency	Notes	System Stop
	_GROUP				user role expires	

## 9.3 Appendix 3 -- Example MTS Jobs Report

Report # 78		Daily MTS Jobs Report		November 14, 2012	
Start Date: 11/13/2012		Stop Date: 11/14/2012		10:17 AM, EST	
Job ID	Job Name	Date/Time	Status		
45636	DailyFinancialJobs	11/13/2012 02:00:00	Started		
45637	DailyFinancialJobs	11/13/2012 02:00:00	Completed		
45638	org.dhhs.mtcse.job.InterestChargingJob	11/13/2012 02:00:06	Started		
45639	org.dhhs.mtcse.job.InterestChargingJob	11/13/2012 02:00:06	Completed		
45640	org.dhhs.mtcse.job.ObligationMonitorJob	11/13/2012 02:00:06	Started		
45641	org.dhhs.mtcse.job.ObligationMonitorJob	11/13/2012 02:00:06	Completed		
45642	org.dhhs.mtcse.job.AccountChargingJob	11/13/2012 02:00:06	Started		
45643	org.dhhs.mtcse.job.AccountChargingJob	11/13/2012 02:00:06	Completed		
45644	org.dhhs.mtcse.job.DelinquencyMonitor	11/13/2012 02:00:06	Started		
45645	org.dhhs.mtcse.job.DelinquencyMonitor	11/13/2012 02:00:06	Completed		
45646	org.dhhs.mtcse.job.BillingNoticeJob	11/13/2012 02:00:06	Started		
45647	org.dhhs.mtcse.job.BillingNoticeJob	11/13/2012 02:00:06	Completed		
45648	org.dhhs.mtcse.job.URAAccrualJob	11/13/2012 02:00:06	Started		
45649	org.dhhs.mtcse.job.URAAccrualJob	11/13/2012 02:00:06	Completed		
45650	DailyMonitorJobs	11/13/2012 03:00:00	Started		
45651	DailyMonitorJobs	11/13/2012 03:00:00	Completed		
45652	org.dhhs.mtcse.job.CaseClosureMonitorJob	11/13/2012 03:00:05	Started		
45653	org.dhhs.mtcse.job.CaseClosureMonitorJob	11/13/2012 03:00:05	Completed		
45654	org.dhhs.mtcse.job.IntakeDocumentMonitor	11/13/2012 03:00:15	Started		
45655	org.dhhs.mtcse.job.IntakeDocumentMonitor	11/13/2012 03:00:15	Completed		
45656	org.dhhs.mtcse.job.IntakeAlertMonitorJob	11/13/2012 03:00:15	Started		
45657	org.dhhs.mtcse.job.IntakeAlertMonitorJob	11/13/2012 03:00:15	Completed		
45658	org.dhhs.mtcse.job.LocateLetterMonitor	11/13/2012 03:00:15	Started		
45659	org.dhhs.mtcse.job.LocateLetterMonitor	11/13/2012 03:00:15	Completed		
45660	org.dhhs.mtcse.job.LocateTimeMonitor	11/13/2012 03:00:15	Started		
45661	org.dhhs.mtcse.job.LocateTimeMonitor	11/13/2012 03:00:15	Completed		
45662	org.dhhs.mtcse.job.PaternityLetterMonitor	11/13/2012 03:00:19	Started		
45663	org.dhhs.mtcse.job.PaternityLetterMonitor	11/13/2012 03:00:19	Completed		
45664	org.dhhs.mtcse.job.EstablishmentLetterMonitor	11/13/2012 03:00:19	Started		
45665	org.dhhs.mtcse.job.EstablishmentLetterMonitor	11/13/2012 03:00:19	Completed		

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Daily MTS Jobs Report

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Job ID	Job Name	Date/Time	Status
45666	org.dhhs.mtcse.job.ReviewMonitor	11/13/2012 03:00:19	Started
45667	org.dhhs.mtcse.job.ReviewMonitor	11/13/2012 03:00:19	Completed
45668	org.dhhs.mtcse.job.EnforcementAlertMonitor	11/13/2012 03:00:19	Started
45669	org.dhhs.mtcse.job.EnforcementAlertMonitor	11/13/2012 03:00:19	Completed
45670	org.dhhs.mtcse.job.EmancipationMonitor	11/13/2012 03:00:19	Started
45671	org.dhhs.mtcse.job.EmancipationMonitor	11/13/2012 03:00:19	Completed
45672	org.dhhs.mtcse.job.CheckEscheatmentMonitorJob	11/13/2012 03:00:19	Started
45673	org.dhhs.mtcse.job.CheckEscheatmentMonitorJob	11/13/2012 03:00:19	Completed
45674	org.dhhs.mtcse.job.TicklerGenerationMonitorJob	11/13/2012 03:00:19	Started
45675	org.dhhs.mtcse.job.TicklerGenerationMonitorJob	11/13/2012 03:00:19	Completed
46216	DailyFinancialJobs	11/14/2012 02:00:00	Started
46217	DailyFinancialJobs	11/14/2012 02:00:00	Completed
46218	org.dhhs.mtcse.job.InterestChargingJob	11/14/2012 02:00:06	Started
46219	org.dhhs.mtcse.job.InterestChargingJob	11/14/2012 02:00:06	Completed
46220	org.dhhs.mtcse.job.ObligationMonitorJob	11/14/2012 02:00:06	Started
46221	org.dhhs.mtcse.job.ObligationMonitorJob	11/14/2012 02:00:06	Completed
46222	org.dhhs.mtcse.job.AccountChargingJob	11/14/2012 02:00:06	Started
46223	org.dhhs.mtcse.job.AccountChargingJob	11/14/2012 02:00:06	Completed
46224	org.dhhs.mtcse.job.DelinquencyMonitor	11/14/2012 02:00:06	Started
46225	org.dhhs.mtcse.job.DelinquencyMonitor	11/14/2012 02:00:06	Completed
46226	org.dhhs.mtcse.job.BillingNoticeJob	11/14/2012 02:00:06	Started
46227	org.dhhs.mtcse.job.BillingNoticeJob	11/14/2012 02:00:06	Completed
46228	org.dhhs.mtcse.job.URAAccrualJob	11/14/2012 02:00:06	Started
46229	org.dhhs.mtcse.job.URAAccrualJob	11/14/2012 02:00:06	Completed
46230	DailyMonitorJobs	11/14/2012 03:00:00	Started
46231	DailyMonitorJobs	11/14/2012 03:00:00	Completed
46232	org.dhhs.mtcse.job.CaseClosureMonitorJob	11/14/2012 03:00:05	Started
46233	org.dhhs.mtcse.job.CaseClosureMonitorJob	11/14/2012 03:00:05	Completed
46234	org.dhhs.mtcse.job.IntakeDocumentMonitor	11/14/2012 03:00:15	Started
46235	org.dhhs.mtcse.job.IntakeDocumentMonitor	11/14/2012 03:00:15	Completed
46236	org.dhhs.mtcse.job.IntakeAlertMonitorJob	11/14/2012 03:00:15	Started
46237	org.dhhs.mtcse.job.IntakeAlertMonitorJob	11/14/2012 03:00:15	Completed
46238	org.dhhs.mtcse.job.LocateLetterMonitor	11/14/2012 03:00:15	Started

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Job ID	Job Name	Date/Time	Status
46239	org.dhhs.mtcse.job.LocateLetterMonitor	11/14/2012 03:00:15	Completed
46240	org.dhhs.mtcse.job.LocateTimeMonitor	11/14/2012 03:00:15	Started
46241	org.dhhs.mtcse.job.LocateTimeMonitor	11/14/2012 03:00:15	Completed
46242	org.dhhs.mtcse.job.PaternityLetterMonitor	11/14/2012 03:00:19	Started
46243	org.dhhs.mtcse.job.PaternityLetterMonitor	11/14/2012 03:00:19	Completed
46244	org.dhhs.mtcse.job.EstablishmentLetterMonitor	11/14/2012 03:00:19	Started
46245	org.dhhs.mtcse.job.EstablishmentLetterMonitor	11/14/2012 03:00:19	Completed
46246	org.dhhs.mtcse.job.ReviewMonitor	11/14/2012 03:00:19	Started
46247	org.dhhs.mtcse.job.ReviewMonitor	11/14/2012 03:00:19	Completed
46248	org.dhhs.mtcse.job.EnforcementAlertMonitor	11/14/2012 03:00:19	Started
46249	org.dhhs.mtcse.job.EnforcementAlertMonitor	11/14/2012 03:00:19	Completed
46250	org.dhhs.mtcse.job.EmancipationMonitor	11/14/2012 03:00:20	Started
46251	org.dhhs.mtcse.job.EmancipationMonitor	11/14/2012 03:00:20	Completed
46252	org.dhhs.mtcse.job.CheckEscheatmentMonitorJob	11/14/2012 03:00:20	Started
46253	org.dhhs.mtcse.job.CheckEscheatmentMonitorJob	11/14/2012 03:00:20	Completed
46254	org.dhhs.mtcse.job.TicklerGenerationMonitorJob	11/14/2012 03:00:20	Started
46255	org.dhhs.mtcse.job.TicklerGenerationMonitorJob	11/14/2012 03:00:20	Completed

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Daily MTS Jobs Report

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## 9.4 Appendix 4 -- MTS Error Messages

### MTS Error Codes and Messages

Please note that many error messages include parameters that are filled by the system to display particulars of the specific error condition to the user. Parameter conditions are noted in the table below by the use of brackets (< > or { }) or question marks (?).

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
E0001	{0} Date Cannot Be Before Today's Date
E0002	{0} Date Falls On A Weekend
E0003	{0} Date Must Be Within 6 Months
E0004	{0} Date is Required
E0005	{0} ID is Required
E0006	{0} is Required
E0007	{0} Time is Required
E0008	{0} To Date Is Greater Than Today's Date
E0009	{0} From Date Greater Than Today's Date
E0010	Application Not Available Contact {0}
E0011	Above Highlighted Fields In Error
E0012	{0} Already Exists
E0013	Adjustment Does Not Require Selection Of A Prior Transaction
E0014	{0} Worker Id Required To Continue
E0015	Amount Entered Makes The Balance Negative
E0016	An active {0} already exists for this case
E0017	Any One Of The Two Option Has To Be Selected
E0018	Birth Date Of Unborn Cannot Be More Than 9 Months In Future
E0019	Cannot Enter {0} Date Without {1}
E0020	Case Id: {0} Was Not Found? Reenter A Valid Case Id: {1}

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
E0021	Case Id : {0} Does Not Have An Active Court Order
E0022	Case Id : {0} Is Flagged Incomplete -- Invalid For Payments
E0023	Case Id : {0} Was Not Found -- Reenter A Valid Case Number
E0024	Case Id: {0} Not Valid. Cannot Create {1}
E0025	Case Id Does Not Have A {0}
E0026	Case Id Has An Active Client
E0027	Case Id Has An Active: {0} With Participant Id: {1}
E0028	Case Id Or Participant Account # Required
E0029	Case Id(S) Selected For Child Contain > 1 Active Child Participant
E0030	Case Id/Participant/Agency Id Should Be Entered
E0031	Change The Variable Obligation Payment To Make The Balance Positive
E0032	Check : {0} Not Found
E0033	Check : {0} Was Previously Cancelled
E0034	Child's Mother's Name Required For This Document
E0035	{0} Currently not in Active Status
E0036	{0} Currently not in Active Status for {1}:
E0037	Data Not Present To Update Selected Item
E0038	Date Entered Without Changing Code Value
E0039	Date Must Have A Century Of 19 Or 20
E0040	Desired Time Period Already Reserved On {0} At {1}
E0041	Do Not Use Participant Id : {0}, No Longer Valid, Use Participant Id : {1}
E0042	Docket Number Expired
E0043	Docket Number {0} Entered Cannot Be Found
E0044	Docket Number: {0} Entered Cannot Be Found for Case ID {1}
E0045	Selection Is Invalid

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
E0046	Duplicate SSN's Found
E0047	Either Select "All" Or Individual Agencies To Locate
E0048	Ending Lunch Time Must Be After Starting Lunch Time
E0049	Ending Work Time Must Be After Starting Work Time
E0050	Enter Either An Arrears Amount Or An Arrears Adjustment
E0051	Enter Name And Address For Document Generation
E0052	Enter Only One Key Item Or Multiple Address Items
E0053	Entered Date Is A Tribe Holiday
E0054	Events Not Archived For This Account Cannot Restore
E0055	Fees Not Present For Month/Year
E0056	First {0} Date Must Be After The {1} Date
E0057	Frequency, New Balance Or Adjustment Required
E0058	From Date Must Be Less Than To Date
E0059	Highlighted Field(s) Indicate Required Entries
E0060	Income Above {0} Require Manual Calculations
E0061	Input Fields Are In Error -- Can Not Print Receipt
E0062	Interest Begin Date Required For Tribe Tax Refund
E0063	Interest Begin Date Valid Only For Tribe Tax Refund
E0064	Invalid Total Amount, Must Be Less Than Or Equal To {0}
E0065	Invalid Worker Action Type Entered, If Unknown Use {0}{1}{2}{3}{4}{5}{6}
E0066	Lunch Time Must Fall Within Start And End Work Times
E0067	Menu Description Information Invalid
E0068	Menu Option Selected Was Invalid
E0069	Minutes Must Be Entered In 15 Min Intervals
E0070	Minutes Must Fall On A Fifteen Minute Interval

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
E0071	Missing NCP Extension For Part In Worksheet
E0072	Missing Or Invalid Id Third Party In Worksheet
E0073	Month Should Be In Range? {0} To {1}
E0074	Monthly Adjusted Gross Income Cannot Be Negative
E0075	Must Enter Amount, From And Thru Dates
E0076	Must Select Only One Action
E0077	Name Must Be Entered For Participant Search
E0078	Name/Address Not Required For Agency Address Search
E0079	NCP Application Date And Amount Must Be Entered
E0080	New Balance Or Adjustment Amt Required
E0081	New Client: {0} Is Already Present On Case Id: {1}
E0082	New Disrgd Amount Cannot Be Greater Than 50.00
E0083	New Status Must Be Different From Old Status
E0084	No Active Client Found For Case Id : {0}
E0085	No Active NCP Found For This Case Id
E0086	No Active Worker Found For This Unit And Name Range
E0087	No AFDC Case Id Found For This Participant
E0088	No Amounts Found For This Option
E0089	No Current Medical Only On Case Id
E0090	No Duplicates Exist For This Employer
E0091	No Duplicates Found
E0092	No Employer, Agency Or Other Found
E0093	No Mailing/Residence Address Or Employment
E0094	No NCP Found For: {0}
E0095	No Option Selected

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
E0096	No Request Initiated. Invalid Case Id Structure
E0097	Not All Participants Have Participant Id Numbers
E0098	Not Authorized For This Operation
E0099	Old IV-D {0} Does Not Match Any Existing Case Id
E0100	Only Adjustment Or Disbursement Events May Be Selected
E0101	Only Caseworker: {0} Or Supervisor Can Create/Update Court Orders
E0102	Participant : {0} Entered Cannot Be Found
E0103	Participant Id: {0} Is Not The Active Client On Case Id
E0104	Identify How Paternity Was Established
E0105	Registered Agent : {0} Entered Cannot Be Found
E0106	Requested Key Is Currently Not Active
E0107	Residential Address Not Present For : {0} Participant Id: {1}
E0108	Security Violation Detected
E0109	Specified Number Of Children Exceeds Maximum Of Six
E0110	SQL Exception Information Not Available To Generate Database Message Text
E0111	SSN : {0} Already In Use By Another Person
E0112	Start Date Not Multiple Of Frequency
E0113	Account : {0} Entered Cannot Be Found
E0114	Account : {0} Entered Must Be County Agency
E0115	Number Of Batch Items Exceeds The Limit Of {0}
E0116	Payment Batch Is Full. No More Items May Be Added
E0117	Worker ID: {0} Entered Cannot Be Found
E0118	Time Unavailable
E0119	Training Not Available On This Date
E0120	Transaction Was Unsuccessful

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
E0121	Unable To Complete Print -- Error Type Detected = {0}
E0122	Valid Entries Are {0}{1}{2}{3}{4}{5}{6}{7}{8}{9}{10}
E0123	Worker {0} Is Responsible For Case Id : {1}
E0124	Worker Id Is Required For {0}
E0125	Not The Responsible Worker
E0126	Specify The # Of Items In The Batch (Up To {0})
E0127	Default Printer Id Is Invalid -- Printer Id: {0}
E0128	Not all required fields have been entered for this payment
E0129	Selected Batch Is Not Approved Status
E0130	Payment (Batch Item) count for deposit cannot exceed 25
E0131	No result sets (batches) found for search criteria entered.
E0132	Not all required fields have been entered for this collection.
E0133	Collection Count does not reconcile to Batch Count
E0134	No collections items are pending distribution -- Acceptance Denied
E0135	No pending adjustments for review and approval
E0138	{0} {1} Not Found, Re-enter
E0139	{0} Not Found for {1}: {2}
E0140	{0} Found
E0141	{0} Cannot be a Future Date
E0142	{0} Must be Greater Than Zero
E0143	Invalid {0} Entered, Re-enter
E0144	{0} Already Exists for {1}
E0145	Enter/Select a {0} {1}
E0146	{0} Cannot be Zero
E0147	{#} {0} Approved by Supervisor

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
E0148	Enter/Select a {0} Transaction
E0149	{0} is Required if {1}
E0150	{0} Required if Account is Held
E0151	At least One {0} Record must be Selected to Perform Operation
E0152	{0}: {1} Already Exists
E0153	{0} is Not Allowed if {1}
E0154	{0} Incomplete
E0155	{0} Must Be A Future Date
E0156	{0} Must Contain {1}
E0157	{0} {1} Successfully Created
E0158	Not Authorized To {0}
E0159	{0} Cannot be Later Than {1}
E0160	{0} Requires {1} {2}
E0161	{0} Must be Greater Than {1}
E0162	{0} Must be Less Than {1}
E0163	{0} Must be Between {1} and {2}
E0164	{0} Cannot be Less than {1}
E0165	Select {0}
E0166	Selected {0}{1} Is {2}
E0167	Selection Invalid for {0}
E0168	{0} Cannot Be Before {1}
E0169	{0} Must Be Before {1}
E0170	{0} Out-Of-Range
E0171	{0} Must be Less Than or Equal To {1}
E0172	{0} {1} Successfully Added

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
E0173	{0} {1} Successfully Removed
E0174	{0} Exceeds {1}
E0175	{0} Cannot be Greater Than {1}
E0176	{0} Does Not Equal {1}
E0177	{0} Must be Greater than Zero
E0178	Only select One (1) Item
E0179	Must select {0} to continue
E0180	Value May be Modified, but Cannot be Deleted
E0181	Invalid Operation: {0}
E0182	Data Violation: {0}
E0183	{0} Must be Greater Than or Equal To {1}
E0184	{0} Is Not In The Correct Format
E0185	{0} {1} is Required When {2}
E0200	Zip Code must be 5 digits or 5 digits +4
E0201	FEIN must be 9 digits
E0202	NPI must be 9 digits, followed by 1 check digit
E0203	{0} is Required, Select a value from the drop-down list
E0204	Routing Number must be 9 digits
E0205	Correct highlighted errors before saving
E0206	{0} too long
E0207	{0} too short
E0208	Must be numeric
E0209	Enter at least one variable to perform search
E0210	Phone number must be 10 digits
E0211	{0} is required to perform search

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
E0212	No worker found for case assignment, Contact your Supervisor
E0213	Account is {0}
E0214	Must have at least one active NCP, CP and Child
E0215	Case cannot have more than {0} active NCP(s)
E0216	Case cannot have more than {0} active CP(s)
E0217	Password and Validate Password should match
E0218	Select the document type for Printer {0}
E0219	Same Document Type {0} cannot be associated multiple times
E0220	At least one TCSE Office is required for set-up
E0221	Default password must be reset to continue
E0222	At least one record needs to be updated
E0223	Input Error {0}
E0224	Range overlap exists for this functional unit with worker {0}
E0225	Cannot select individual cases for multiple workers
E0226	{0} is not a case referral worker and can not have associated cases
E0229	Batch Item Totals do not equal Batch Totals Entered
E0230	Payment Amount cannot be greater than Batch Amount
E0231	Collection Item Totals do not equal Total Collection Amount or Count
E0232	Check Number is required for Payment Type {0}
E0233	Bank Number is required for Payment Type = Check
E0234	Check Date cannot be a future date
E0235	Case Type Mismatch -- Select a case with a similar Case Type
E0236	Case with ID {0} has already been selected for consolidation
E0237	Mark one case as duplicate for consolidation
E0238	One or more batches selected for approval have already been approved

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
E0239	Account Number is required for Payment Type = Check
E0240	TO Date Must be later than FROM Date
E0241	Count of Payments is not equal to Total Batch Count
E0242	One or more batches have not been reconciled
E0243	One or more batches have not been reconciled
E0244	Amount cannot have more than two digits after decimal
E0245	Must Select a Child to Proceed
E0246	No Calendar Found for Selected Lab
E0247	Participant is not NCP
E0248	Unidentified Payor is an invalid option when a Participant ID exists
E0249	Participant account is "NSF" Status; seven (7) day HOLD on check will apply
E0250	Must identify payor (press {Identify Payor}) or select "Unidentified Payor" from Source
E0251	Must check Suspense when "Unidentified Payor" is selected
E0252	Cannot check Suspense when a valid payor is identified
E0253	Garnishment Date must be later than Begin Date
E0254	Garnishment Date must be earlier than Release Date
E0255	Request Date must be earlier than Release Date
E0256	Conviction Date cannot be earlier than Arrest Date
E0257	Only one address (per Address Type) can be designated with an "Active" Status
E0258	{0} has been Disabled; Contact System Administrator
E0259	Invalid selection for {0} case; No client services agency found in system configuration
E0260	First Publication Date cannot be later then Final Publication Date
E0261	Create a Case Note indicating a Unsuccessful SOP
E0262	Create a Case Note indicating a Successful SOP

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
E0263	Cannot accept both a Success Date and Unsuccessful Date
E0264	Document {0} requires an existing {1}
E0265	Adjustment requires selection of a Disbursement transaction
E0266	Adjustment requires selection of a Receipt or Disbursement transaction
E0267	Duplicate participant id {0} already exists for case {1}.
E0268	Case does not exist
E0269	Cannot change participant case relationship.
E0270	Participant # {0} remains {1}
E0271	Must have one Active NCP, one active CP, and at least one active Child
E0272	Must Select Only One {0}
E0273	Please zero all balances and close all active debts before attempting to close case {0}.
E0274	Cannot transition case type to {0}; Case requires {1}
E0275	Cannot transition case type to {0}; Case has open Current Support debt account that must be closed before completing this operation.
E0276	Cannot perform Adjustment Request: {0}
E0277	Batch Item Totals do not equal Total Batch Amount or Count
E0278	Check Date is required for {0}
E0279	User cannot approve/decline an Adjustment Request submitted under the same User ID
E0280	Adjustment cannot be performed, Operation will drive system-level Cash account negative
E0281	Case Number Selection Required
E0282	No active Debt Accounts exist
E0283	Issued Check has cleared the financial institution
E0284	No transactions available
E0285	Adjustment amount cannot be greater than the {0}

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
E0286	Selected debt account must have balance greater than \$0.00
E0287	Adjustment amount cannot be \$0.00
E0288	One or more debt accounts are not satisfied on the selected case
E0289	URA Account does not exist for selected case
E0290	<p>In order to pursue paternity, the selected case must contain:</p> <p>Male defined as:</p> <ul style="list-style-type: none"> <li>= Father</li> <li>= Biological Father</li> <li>= Putative Father</li> <li>= Excluded Father</li> </ul> <p>And Female defined as:</p> <ul style="list-style-type: none"> <li>= Mother</li> <li>= Minor Mother</li> <li>= Biological Mother</li> </ul>
E0291	Exception Occurred during JOB Execution
E0292	{0} is Required for Payment Type {1}
E0295	Payment Amount is greater than the Total Payment Applied
I0001	Must select Post Collection Across Cases to continue
I0002	Collection Accepted -- Counts and amounts reconcile
I0003	Release Date has been set for this Collection Item
I0004	NSF has been set/Release date defaulted to 7 business days.
I0005	No match record(s) found
I0006	Update of populated field is not allowed.
I0007	Financial Account modified for Case {0}
I0008	No pending debt accounts available for review and approval
I0009	Debt account approved for Case {0}
I0010	{#} account transactions retrieved -- Select one for adjustment
I0011	No matched transactions found for case selected
I0012	Adjustment requires selection of a prior account transaction

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
I0013	Change Amount adjustment cannot be performed on distributed trans?
I0014	Selected POST transaction has already been processed, check for DISTRIBUTION transaction(s) to apply adjustment
I0015	Selected DISTRIBUTION transaction(s) have already been processed, check for DISBURSEMENT transaction(s) to apply adjustment
I0016	Disbursement Check has already been printed/mailed -- Verify whether check has cleared with banking institution
I0017	Supervisor approval is required to proceed further
I0018	Cannot perform a Change Balance adjustment on a cleared check -- Create Non-standard Post adjustment
I0019	Case and/or Account with Closed Status
I0020	Account on Hold
I0021	<> Account transactions retrieved -- Select one for adjustment
I0022	No matched transactions found for case selected
I0023	Check re-issued for Account <> / Pending supervisor review & approval
I0024	NSF Adjustment has been set/Pending supervisor review & approval
I0025	Change Balance adjustment to the POST transaction has been set / Pending supervisor review & approval
I0026	Change Balance adjustment to the DISTRIBUTION transaction(s) have been set / Pending supervisor review & approval
I0027	Did the disbursed check clear with the banking institution?
I0028	Is there an Affidavit document endorsed by the client?
I0029	Print an Affidavit for signature?
I0030	Affidavit for client endorsement has been set to print
I0031	Has the Affidavit document been endorsed by the client?
I0032	Change Balance adjustment to the DISBURSEMENT transaction(s) has been set / Pending supervisor review & approval
I0033	Non-standard Post Adjustment has been set/Pending supervisor review & approval

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
I0035	{0} successfully added
I0036	Record successfully updated
I0037	Record successfully removed
I0038	Do you want to save your changes?
I0039	Active CPs do not match on the two cases. Do you want to continue?
I0040	Case(s) {0} and {1} successfully consolidated
I0041	Batch {0} Created
I0042	Batch(es) {0}
I0143	Batch Updated
I0144	Batch Accepted
I0145	Paternity Data Updated
I0146	Proceed with assigning an Unidentified Payor to this Collection Item?
I0147	{0} Collection Items Accepted
I0148	Collection Item Updated
I0149	Payor Cannot be Identified. To identify the Payor, uncheck "Suspense Account", select an alternative "Source", then press {Identify Payor}
I0150	Reissue check adjustment successfully applied
I0151	Cancel check adjustment successfully applied
I0152	NSF adjustment successfully applied
I0153	Change Amount adjustment successfully applied
I0154	Non-standard Post Adjustment successfully applied
I0155	Write-off Adjustment successfully applied
I0156	Password successfully re-set
I0157	Futures Adjustment Successful
I0158	Adjustment Request {0} Approved
I0159	Adjustment Request {0} Denied

MTS ERROR CODE	MTS ERROR DESCRIPTION TEXT
I0160	Do you wish to {0} this transaction?
I0161	Is a printer set-up for this installation?
I0162	A hearing currently exists in the selected time slot. Schedule additional hearing for the same time slot?
I0163	Batch reconciliation complete. Batch status is pending supervisor approval
I0164	The selected payment batch has been approved, but not deposited. The batch must be deposited before it can be processed as a Collection.
I0165	APM Futures Adjustment Successfully Added.
I0166	Payment of \${0} will be applied as follows: \${1} will be applied to frequency balance and the remaining \${2} will be applied to the total balance. Are you sure you want to continue?
I0167	Payment Amount is greater than the Total Payment Applied and will result in a APM Futures increase of {0}.
I0168	Do you wish to {0} the selected Disbursement Check(s)?
I0169	Processing of disbursements is complete. Click OK to export the excel file
I0170	Do you wish to confirm the selected Disbursement Check(s) as printed? All non-selected checks will be voided.
I0171	{0} updated
W0001	Collection Accepted -- Counts and/or amounts do not reconcile.
W0002	Participant Account {0} has been placed on hold. Receipt will not be distributed
W0050	No Records Found
W0290	The bank transaction selected for acceptance contains invalid signage for ? Transaction Amount?. The system expects to receive a {0} value for the transaction type {1}. Verify the accuracy of this transaction with the bank.
W0291	Cancelling will void all checks. Are you sure you want to cancel?
E0296	Error in document generation
E0297	The bank account referenced in the OFX file does not match Child Support Enforcement bank account. Please download the correct file from the bank.
E0298	The OFX file contains information for the current day. The last OFX file uploaded contained the date range {0} to {1}.

<b>MTS ERROR CODE</b>	<b>MTS ERROR DESCRIPTION TEXT</b>
E0299	Cannot upload bank statement unless the previous statement has been reconciled. Complete the bank statement from {0} before uploading a new reconciliation file for processing.
E0300	The uploaded statement contains dates that have already been reconciled. The last statement uploaded contained {0}. Please upload a statement for {1}.
E0301	The uploaded bank statement contains a date range gap from the previous bank reconciliation statement. The last statement uploaded contained {0}. Please upload a statement for {1}.
I0172	Bank reconciliation is current through {0}. No further reconciliation can be done at this time
W0292	One or more debt accounts are not satisfied on the selected case
E0302	The OFX file contains information for the current day. Upload an OFX file with an end date no later than {0}.
W0293	Selected check has not been issued in MTS. Please contact the financial supervisor to verify this transaction. Click OK to accept the transaction or Cancel to return.
I0173	Checks have been printed and not confirmed. Click the View Printed Checks button to confirm these checks.

## 9.5 Appendix 5 -- MTS Setup Worksheets

Please append the MTS Setup documents for your implementation, including MTS Setup Worksheet and VPN Settings Worksheet.