

# Mentor Meeting Presentation

SSIS Help Line

05/22/2012

1. Emails – Help us to improve our efficiency.
  - a. [dhs.ssishelp@state.mn.us](mailto:dhs.ssishelp@state.mn.us) for help line
  - b. [dhs.ssisdata@state.mn.us](mailto:dhs.ssisdata@state.mn.us) for data fixes
  - c. If you need a quick response give us a call at 651-431-4801.
    - i. Server is down.
    - ii. SWNDX is down.
  - d. Please include your phone number as part of your email.
  - e. Please provide enough details about your specific question so we can research. We need to be able to look at your application to see what you describe. Give us enough information to get there.
    - i. WG#
    - ii. Person #
    - iii. Payment #
    - iv. Claim #
    - v. Dates
    - vi. Intake #
  - f. Please tell us what you have already tried. (We send a response and find out you have already tried that.)
  - g. Cheri Ashfeld sends our SSIS Update publication out. Please send your questions about articles in the SSIS Update to the Help Line. Cheri is not the appropriate contact for questions.
  - h. Hundreds of emails were sent immediately following the V11.3 architecture release in September 2011. We tried as best as we could to respond to everyone. It was a difficult time for us, the county mentors/coordinators, and the workers. We appreciate your efforts and patience during that time. Feel free to contact us again regarding any outstanding issues you still need help with.
2. SSIS web page – Bookmark it as a Favorite so you have quick access to Fiscal/Worker Mentor info, Publications, Support, and Training.
3. Please coordinate your calls and emails internally before contacting the help line. Sometimes we receive multiple calls/emails from different people in the same county about the same problem. This results in two or more of us all working on the same problem at the same time.

4. Workstation problems are the responsibility of the agency IT staff. These problems are usually unique to one worker/ workstation or a few workers/workstations. We can try to assist your IT staff in determining the cause. In order to involve our technical staff in trouble shooting we to get as much detail as possible.
  - a. What is the OS?
  - b. How much memory is installed on that workstation?
  - c. What version of Internet Explorer is installed?
  - d. What version of Adobe reader is installed?
  - e. Did IT use the documentation on our web page to set this workstation up?
  - f. Was a new disk burned to do the installation?  
(Not an installation from the network)
  - g. Did they set it up as described? Windows XP link:  
[http://www.dhs.state.mn.us/main/groups/county\\_access/documents/pub/dhs\\_id\\_007809.pdf](http://www.dhs.state.mn.us/main/groups/county_access/documents/pub/dhs_id_007809.pdf)
  - h. Did they follow these instructions? Install SSIS Client Components on a Workstation Link:  
[http://www.dhs.state.mn.us/main/groups/county\\_access/documents/pub/dhs\\_id\\_007810.pdf](http://www.dhs.state.mn.us/main/groups/county_access/documents/pub/dhs_id_007810.pdf)
  - i. Did they use workstation imaging? SSIS Client and Workstation Imaging Link:  
[http://www.dhs.state.mn.us/main/groups/county\\_access/documents/pub/dhs\\_id\\_049123.pdf](http://www.dhs.state.mn.us/main/groups/county_access/documents/pub/dhs_id_049123.pdf)
  - j. Are the display settings set up properly? We can send you the instructions depending on the OS.
  - k. What programs are installed on that workstation? Are any of those programs not installed on workstations that work?
  - l. What programs are open at the time these errors occur?
  - m. Are they launching SSIS from a shortcut on their desktop? If they try it from the start menu do they still have a problem?
  - n. If you go to Start>Programs>SSIS Client>Config Lite, what is listed as Server Name or IP Address?
  - o. Is the check box (Set POLL\_SERVER\_NAMES to TRUE) checked or not?
5. Error messages
  - a. Get a screen print (Alt/Print Scrn places it on your clipboard for pasting.), not scanned images or faxes.
  - b. Can you repeat it?
  - c. What are the exact steps? (This needs to be the click-by- click details so we can try to repeat it too.)
6. Not Responding message
  - a. We are unable to disable this message. More often than not SSIS continues to process your commands even though this message displays in the upper left of your screen. Wait. Let it run. Do not use Ctrl/Alt/Delete as anything but a

- last resort. Last resort = 15 minutes. Call us while it is still not responding so we can have the technical staff look at your county. If unable to wait any longer document what you were trying to do and how long you waited.
7. Pictures, scanned documents, PDFs, and emails should not be pasted into SSIS. SSIS does not support doing this. It can result in problems such as not being able to properly get a Print Summary. (36 – 1000 pages of gibberish) Think court.
  8. Problem Reports/PRs
    - a. Used to document enhancement requests and bugs
    - b. Sent to testing for review and recommendations
    - c. PR review team – determines whether or not a change should be implemented, what the criticality is, and estimates what the target version for its release should be.
    - d. The help line notifies the county when a matter has been forwarded to testing/development. We provide any known workarounds until a change/fix can be implemented. There are 100s of PRs at various stages in the process at any given time. The help line does not have the resources to monitor and report a PR's progress back to each county.
    - e. Counties receive notice of changes via release notes. Release notes are also posted our web page.
  9. Training
    - a. From the SSIS home page (mark it as a Favorite), click TrainLink to access available training sessions. Our trainers provide excellent training opportunities – hands- on in our labs and via iLink sessions. They are working on updating some web-based training modules.
    - b. From the SSIS home page access Training: Worker and Fiscal. Our trainers also provide excellent written documentation for the various Worker and Fiscal modules.
    - c. The help line is in a much better position to assist agencies knowing they have made good use of the training and documentation provided.
    - d. Avoid the use of hypothetical questions to the help line as a means of training.

## Questions