

For: State and County Offices

Handling eLDP Connection Problems

Approved by: Deputy Administrator, Farm Programs



1 Overview

A Background

Notice LP-1995, updated instructions for loading eLDP customer profiles. As of October 7, 2005, for crop year 2005:

- 503,462 profiles have been established
- 153,859 eLDP applications have been processed; there have been:
 - 2,885 applications submitted from the farm
 - 150,974 applications processed by County Offices.

In total, 205,608 eLDP and LDP applications have been processed. Of all the LDP applications processed, 75 percent have been processed as eLDP applications.

The eLDP software is dependent and interacts with several other web services. When 1 or more of these dependent services experience problems, the eLDP process then becomes adversely affected.

B Purpose

This notice provides a status report of experiences gained to date by national users of the eLDP, to include eLDP's processed from the farm.

C Contact

If there are questions or situations not addressed in this notice, State Offices shall contact Laura Schlote, PSD, by either of the following:

- telephone at 202-720-7785
- e-mail at laura.schlote@wdc.usda.gov.

Disposal Date	Distribution
January 1 ,2006	State Offices; State Offices relay to County Offices

Notice PS-528

2 Major eLDP Problems Encountered to Date

A Communication Problems

County Offices have been experiencing significant server and network problems associated with the eLDP process. Most of these problems occur when establishing customer profiles; however, completing applications and payments through the National Payment Service have also been affected.

Problems include but are not limited to:

- servers failing
- County Offices reporting unacceptable performance
- systems timing out when processing applications.

Kansas City is researching the problems between Service Centers and the central web farm that support eLDP functions.

B County Office Troubleshooting Action

County Offices shall:

- use Exhibit 1 to troubleshoot server and network problems
- contact the National Help Desk at 1-800-255-2434 to report a re-occurring problem.

C National Policy for eLDP's

PSD is committed to:

- providing a user friendly eLDP environment for all users
- moving all LDP applications to the web.

3 Future Enhancements and Training

A Future eLDP Enhancements

Enhancements in the near future will include:

- easier terminology for external customers (from the farm)
- applications for non-receipted warehouse-stored applications
- profiles for combined entities
- improved server capability.

3 Future Enhancements and Training (Continued)

B Training

PSD is currently preparing a national web training tutorial. The web tutorial will include:

- 8-LP policy
- establishing and maintaining customer profiles
- processing eLDP applications
- recording eLDP production evidence
- viewing eLDP reports.

eLDP Troubleshooting Guide

County Offices shall use the following table to troubleshoot server and network problems.

IF...	THEN...
system frequently “times out” user is “kicked out” web connection is interrupted	check other web systems, such as Eligibility, DCP, SCIMS, and NPS. If the other systems are experiencing the same symptoms, the problem is a network or web farm problem.
user cannot process either of the following: <ul style="list-style-type: none"> • customer profiles because the Subsidiary AGI or Eligibility service is offline • applications because NPS is offline 	the web farm or Kansas City mainframe may be experiencing problems.
user has trouble signing on or experiences dropped connections.	this could be an overall network problem or a County Office specific telecommunications problem. Check overall Internet connectivity (check for access to any external web site).
user experiences slow response times	check other web applications to see if this is specific to eLDP. Be aware that any activity in the County Office that involves downloading of video or graphical information can impact overall web performance.