

## WHAT HAPPENED?

We don't really know. But starting August 1, LADDS began to slow down to a crawl. As the frustration of our users mounted we did everything available to us to speed things up – optimizing the application by moving some code from the web servers into the database server so it would run faster, synchronizing the copies of the application on the two web servers, rebuilding indexes and such.

We later learned this slow-down happened not just to our OAD applications, but to those of other DHH offices also who share the Wide Area Network with us. So once again we are at the mercy of forces beyond our control.

However, a little understanding of what is happening may help. Here is one typical scenario: You enter your Group Service ticket and click SAVE. But instead of bouncing back with the confirmation screen, all you see is a blank screen. You decide to go have a cup of coffee and practice patience. When you come back you have a page of what looks like Greek, but right in the middle of it are some plain English words that say something like "Server Time Out." So you try again. This time though when you get the blank screen, you don't feel a need for coffee anymore (unless you had one of us responsible for LADDS there to pour it on) so you hit the back button and do something else.

Later when the rage begins to subside you try again and this time you get the confirmation screen, but now some of your tickets have been saved successfully and some have failed and you see some garbage about a "Duplicate Transaction."

Well the "Duplicate Transaction" thing means that you were actually successful in saving some of the tickets you tried to save in your earlier attempts. But some of them weren't saved before the server time out – those were the successful ones on the subsequent attempt.

Until the system speeds up again, there is no way for you to know if a ticket or group of tickets was saved or not since the time out will usually occur before you can get the results and all you get is a blank screen.

This is not good. But the problem may go away as suddenly as it appeared – like it did last month. If so you don't have to be named Sherlock or have a degree in computer science to figure out that something happening this month about the same time it happened last month may have to do with too many automated jobs running at one time that overburden the network. Our upper level managers are doing their part to see if this is true and to help bring some order out of the chaos.

## WHAT TO DO?

Check to see if your status bar shows at the bottom of your screen. If not, click on the View menu of your browser and click on "Status bar". Verify that it now has a check beside it. Then notice what the status bar says as you navigate through LADDS. Sometimes it will give you a hint as to what is happening. Avoid using the back button when you get a blank screen unless you have to do so. Even though you see only a blank screen the server may be working away on saving your records. It just can't communicate with you. But if you back out, you may send it a message to just forget your job and go to something else.

## ON A BRIGHTER NOTE

The Unique Client report is now accurate if you can get the server to stay in touch long enough to deliver you the results. The Open Cases report and Cases Due and Overdue for Eval are also accurate. Don't trust the Cases Due for Closure yet. There is a new online version of the Production Report. We really haven't verified its accuracy yet – the only way to do that is to install it and then compare what it says to manual queries run directly against the database -- but we will let you know if there are problems (or you will let us know).

You may be shocked to know that we have not had any new bugs discovered in the application itself for a couple of weeks now. We still have some problems inherited from the massive data imports. The most common problem is missing service tickets. You may have keyed it into MISADA, but somehow it didn't make it from MISADA into LADDS. So LADDS expires your case. We have been restoring these cases to active status on request. But you must enter a service ticket right away to avoid the case expiring again. LADDS checks all cases every night to see which ones have not had a contact in 90 days.

## CHANGES IN SERVICE TICKET COMPLETE

The changes are now complete on the service ticket that make it possible for several modalities to share a single facility number (the "Modality" field) and also to know if a service falls under some special program such as FITAP or Gambling (the Program Element field). Thanks to David Brocato in Region 6 for quickly pointing out that we needed a "Not Applicable" choice on the Program Element dropdown. We welcome suggestions from all users about such problems and potential solutions.