

# External Missing Files FAQ

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Owner	Xoserve
Document Title	External Missing Files FAQ v1.0
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## Purpose

The purpose of this document is to provide and set up a FAQ framework to instruct you on what to do in the instance of missing files in your IX folders, before raising a ticket with Xoserve's Service Desk.

## Benefits

- It will support you to carry out self-checks
- It will provide Xoserve's Service Desk with accurate and complete information if/when you call them to log a ticket
- It will help Xoserve identify resolver groups after the ticket has been raised
- It will expedite the process for locating missing files

## Scenarios

- Self-service/self-help - things that we need you to check
- If you call the Xoserve Service Desk to report that you have not received specific files
- If you send a file to Xoserve and Xoserve are required to respond

## Typical FAQs

If you are missing files within any IX folder, there are a few self-checks you will need to carry out prior to calling the Xoserve Service Desk to log a ticket.

- Establish whether the missing file(s) were:
  - Sent from Xoserve to you or;
  - From you to Xoserve or;
  - From another IX site
- What is the file type and the file name? When routing files across the UK Link Network, you must ensure the correct naming convention has been used. For a detailed guide on how to apply the appropriate naming convention to your files, please [click here](#) and refer to page 9, section 2.4
- If you have sent a file through IX and not received a response, please check you have applied the correct file format. In some cases, a rejection file response will not be generated. To find out more about file formats, [click here](#) and refer to pages 10 onwards.
- When were the files placed for transmission – date and time?
- What is the expected frequency of file/s (i.e. daily, weekly, ad hoc?)
- How many file(s) are missing?
- Is the file a response file to a request you have issued? If yes, please share that file name:
  - Has the right site name being applied correctly?
  - Has the right file type been applied?
- Confirm that the file(s) are placed into the correct folder for transmission. If you're unsure of how to do this, please [click here](#) and refer to page 11, section 2.4.3.1 onwards
- Have you referred to the audit logs? Please refer to the [UK Link File Transfer guide](#), section 6 on page 20 onward. The logs will inform you if your transfer was successful or the number of retries and failures to deliver
- Will the delay in delivery impact any critical KPIs?
- Could there be financial implications to any involved parties due to the lateness of delivery of the file(s)?

**Internal Checks** – In addition to the above checks, you will need to engage with your IT/Data Centre team to obtain answers to the following points:

- Has there been any recent potential issues that would hinder the file delivery?
- Does your IT/Network team know if there were any connectivity issue(s) which may have impacted on file transmission?
- Is your IT/Network team aware of any configuration changes that may impact connection to the IX server?
- Is it possible that the file/s were collected and deleted?
- Can you check if the files have been placed in the right transmission folder i.e. to determine that the expected folder was used as per the [UK Link file transfer definition guide](#)?
- Can you check with your IT/Network team whether the files have been placed in IX?
- Can you confirm you have checked all routes through the IX file transfer process (HOP analysis) and to document this into a spreadsheet and to attach this with the ticket that you raise through the Xoserve Service Desk? Please include details regarding: hops 1, 2, 3, file name, conversion, date and time stamp.

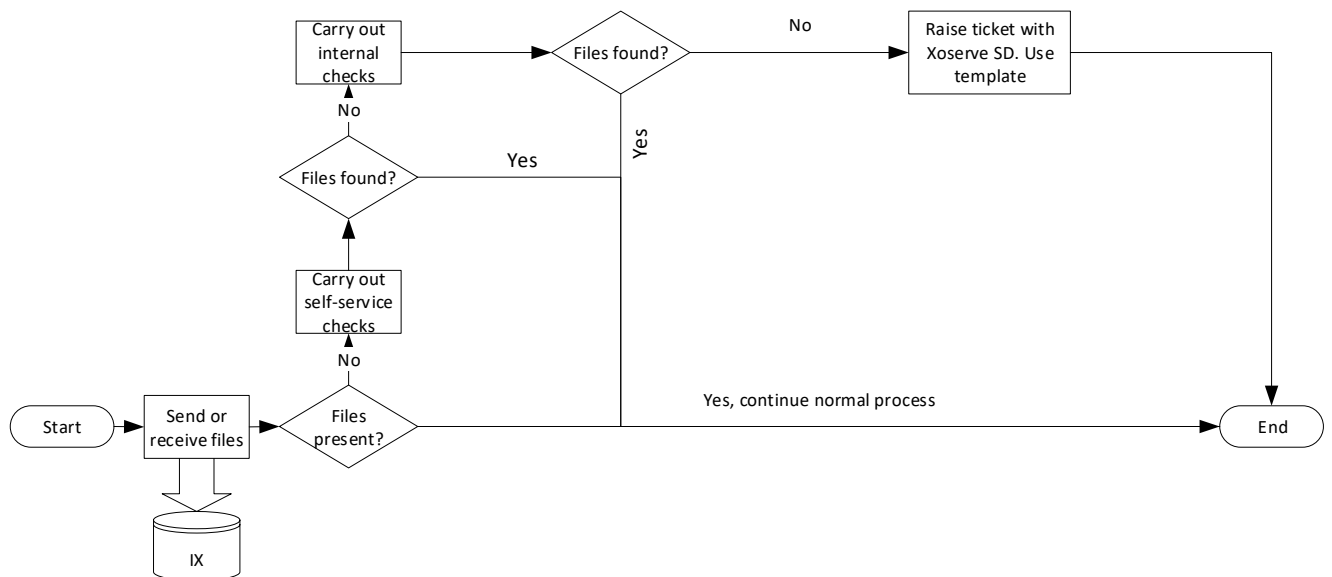
**Xoserve EFT/IX checks** – these are some of the initial checks Xoserve’s EFT/IX team may carry out:

- Request whether there is a known issue for the customer e.g. Intermittent or permanent IX fault
- If we have responded, check that the delivery receipts have been issued and request a copy of the logs (check with IS Co-ordinator or IS Lead)

if your query refers to a file movement that is over 10 days old

- There is a deletion policy in IX. There may be instances where the file hasn't been moved after hitting IX inbox after 11 days, the file is automatically deleted (there are instances where customers leave the file there without looking at it, assuming the customer doesn't use a script which moves the files into an external repository)

### Self-service process diagram



## Raising a Service Desk ticket

If after carrying out the above steps and checks, you are still unable to locate the file(s), please raise a ticket with the Xoserve Service Desk.

In order to assist our service-desk team to triage and to respond to you in a timely manner, please complete and include the following table when logging a ticket. Please include as much information as possible.

Details	Your response
Is the file(s): Sent from Xoserve to the customer or; From the customer to Xoserve or; From another IX site	
What is the file type and the file name?	
When were the files placed for transmission – date and time?	
What is the expected frequency of file/s (i.e. daily, weekly, ad hoc?)	
How many file(s) are missing	
Requestor Name	
Contact telephone number, including area code:	
Email for correspondence (work email only):	
Full organisation name:	
Shipper Short Code ID (if applicable):	
Have you carried out any internal checks, prior to logging this ticket? Please refer to <a href="#">page 4</a> of this document.	
Any other information you'd like to include (for e.g., has this issue happened before?)	

## Version History

### Approvers

Name	Role	Status	Organisational unit	Outcome (1, 2 or 3)
Donna Morgan	IS Delivery Manager (Infrastructure, Networks,DC)	Version 1.0 approved	Xoserve	1
Harvey Padham	IS Assurance Lead	Version 1.0 approved	Xoserve	1
Jinder Singh	IS Delivery Lead (Service Management)	Version 1.0 approved	Xoserve	1

NB. For the outcome field please use the following criteria:

- 1 = Accept
- 2 = Accept with minor revisions
- 3 = Further review required