



QTSO MEMORANDUM

MEMO
NUMBER: 2010-191
TO: QIES State Coordinators
CC: CMS Central and Regional Office Contacts
FROM: Pamela Coffman, QIES Technical Support Office
DATE: November 8, 2010
SUBJECT: Update: Issue Alert – November 2, 2010
QIES Systems Connectivity

The connectivity issues reported November 2, 2010 are ongoing at this time. We now have additional related information:

- The national database is currently being saturated.
- The issues involve reporting processing on the national server that is interrupting other functions shared on that server.
- Any application accessing the national database may run into issues. This could include login issues as well as sql errors or disconnections from the server.
- A backlog of requested MDS reports exists.
- ASPEN functions such as certification uploads may return an error due to national system resource limits.

Support staff is diligently working to resolve the issues. Further updates will be sent as they become available.

We appreciate your patience during this time.

If you have any questions concerning this information, please contact the QTSO Help Desk at help@qtso.com or 1 (888) 477-7876.