

For: State and County Offices

SURE Information Report (SIR) Errors

Approved by: Acting Deputy Administrator, Farm Programs



1 Overview

A Background

When SIR is generated by a user, a software program retrieves data to build SIR from various databases. There are times when an error occurs with either the software or the hardware that stores, retrieves, or compiles data and necessary data will fail to be retrieved for a section of SIR. SIR will now generate an error message for any section of SIR that data failed to be retrieved. The error message will contain an error trace ID that will identify the exact error that prevented data retrieval.

B Purpose

This notice provides instructions for State and County Offices to follow when an error message with an error trace ID is present on SIR.

2 SIR Information

A Modifications Included in SIR

Whenever data is missing from a section of SIR, an error message will be displayed in red for that section explaining there was an error retrieving data. This error message will include an error trace ID and will display, "Error retrieving data. Please, provide the following error trace ID to speed up troubleshooting: XX-XX-XXXXXXXX-XXXXXXXX-XXX".

Disposal Date	Distribution
July 1, 2013	State Offices; State Offices relay to County Offices

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2 SIR Information (Continued)

B SIR Example

The following is an example of SIR showing an error message.

State: Example County: Example Report:	U.S. Department of Agriculture Farm Service Agency 2011 SURE Information Report	Prepared: 12-18-2012 Page: 1
Producer ID/Name: Example Multiple County Producer:		
1 2011 FSA-578 DATA		
Error retrieving data. Please, provide the following error trace ID to speed up troubleshooting: CA-09-20121218-150255049-002		
		error trace ID

C Reporting Error Trace ID and Section Number

When SIR shows an error message, the error trace ID and section number of the affected SIR must be reported through the State Office to the National Office.

D Notification on SURE Web Site

After the National Office has been alerted that there is an error in retrieving data for a section of SIR, a message will be displayed in the upper portion of the following Supplemental Revenue Assistance Payments Program (SURE) Screen. The message will be displayed in red, explain that an error has occurred, include an estimated time of resolution, if known, and indicate that the error has already been reported.

SURE Home About SURE Help Contact Us Exit SURE Logout of eAuth	
SURE Menu SHANE BROWN	Supplemental Revenue Assistance Payments Program (SURE)
SURE Year Selection	Program Year : 2011
Reports SIR (Web) Detailed Payment RMA Producers <ul style="list-style-type: none">• Data Change• Not in SCIMS• All Producers	Data is not being retrieved in Section 1 of the SIR. A error trace ID has been reported and is currently being researched
Tools SURE Data Query Tool SURE Workbook v1.0 Factoring RMA Data <ul style="list-style-type: none">• By Share• By Eligible Acres• By Stage• By Share Differences Tolerance Tool Peanut Tool	Reports SURE Information Report (Web) Detailed Payment Report for SURE RMA Producer Data Change Report RMA Producers not in SCIMS Report All RMA Producers Report
Links NCT (2009-2012) SWIMS	Tools SURE Data Query Tool SURE Workbook Template v1.0 (Windows 7 & XP) Tools for Factoring RMA Data <ul style="list-style-type: none">• By Share• By Eligible Acres• By Stage• By Share Differences Tolerance Tool Peanut Tool

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3 Action

A County Office Action

County Offices will report the exact error trace ID and section number of the affected SIR to their State Office whenever an error message is displayed on SIR for missing data.

Note: Before reporting the error trace ID, County Offices **must** check the main menu of the SIR Intranet web site. If a message is displayed in red at the top of the page, the National Office is aware of the error and the error trace ID will not be reported.

B State Office Action

State Offices shall:

- report the error trace ID and section number of the affected SIR by e-mail to Shane Brown at **shane.brown@usda.gov**
- monitor County Offices to ensure that the contents of this notice are followed.