Issue/Question	Answer
ANNOUNCEMENT: Citrix configuration changes	As many of our Citrix users are aware, the past several weeks have seen a number of connectivity and other challenges with Citrix services. Users were reporting an inability to establish a Citrix session or the "*Citrix Presentation Server is unavailable*" error message. The MIP Infrastructure team researched the problem and made a number of configuration changes several performance improvements about two weeks ago. These improvements include increasing the "page file memory" on the servers, which appears to have addressed the issue. The Infrastructure team has also made available the newest version of the Citrix client version 11 (now called Citrix XenApp). Citrix strongly recommends that you uninstall all previous clients. To do this: *In Control Panel, Add/Remove Programs (provided the user has the admin. rights to do this) they would uninstall every instance of Citrix. After rebooting the computer, they would install the new client. Upon logging in for the first time, they should allow Citrix to have access to their local drive.* Finally, as a reminder for all users **please make sure to "logoff" or exit once you are finished with the Citrix session. To properly logoff, go to the 'File Menu -> Close.** Closing the window or exiting the session another way will merely disconnect you, which means that your session is sill idled and still using systems resources This could result in file locking problems.

ANNOUNCEMENT: New Backup Strategy	Many of our west coast users have informed us that they have noticed some MIP performance issues in the evening (after 6:00PM Eastern). We continue to investigate questions on an individual basis.
	One change the infrastructure team has implemented is a new backup strategy for the infrastructure. In the past, back up of the system would take 8 hours and started at 9PM (Eastern). Under the new approach to backup, backup is taking only 4 hours. This gives us the ability to start backup at 12:00 AM. While we don't think that there is a direct impact on performance created by backup, it is possible as the backup software attempts to read open database files, that users may see slower response. So with the new backup policy users might see a performance increase during these evening hours.
ANNOUNCEMENT: DVT	We please to announce that the MIP DFIRM Verification tool is under development and is scheduled to be released later this Fall.
	MIP-DVT will integrate DFIRM tools directly into the MIP, allow for more effectively management of DFIRM submissions and streamline the QA/QC process, support personal geo database as well as shape files.
	The full integration of DVT into the MIP application and infrastructure will increase efficiencies and system performance as the MIP will become a central repository for validating and tracking DFIRM submissions.
Submitted Questions	
Does FEMA know when the DFIRM tools will be performing properly again? *We have been using the DFIRM tools for the past 5 years and they have worked pretty good for us up till the last 3 weeks.* *We were having problems exporting DFIRM panels to PNG files and exporting DFIRM databases.*	Problems with Citrix and database exporting – we've been working on trying to discover what has caused the Citrix resource and the DFIRM Exporting problems and (as of now) believe that the MIP is operating normally. We will continue to monitor the situation.

What is the future of the DFIRM tools? With the transition to RiskMap are the DFIRM tools going to be continued to be support with a high level of up time into the near future (next 2 years)? Are the DFIRM tools going to be upgraded to ArcGIS 9.3? Will other NSP's tools be available as an option to use? If so when is this planned?	As for the future of the DFIRM Tools –they will not be upgraded past their current levels. The planned upgrade to 9.2 did not take place due to a software conflict that some of the 3rd party software, which is used in the DFIRM Tools, had with ArcGIS 9.2.
When uploading data within the MIP workbench task screen, sometimes the status bar does not work. The user is unable to tell how much longer their submission will take to upload. Can the status bar be corrected? It is a very helpful feature, especially when uploading large data.	No known issues. We will continue to monitor this request

For the past few months, when the QR#5 review has failed, I have not received an e-mail from MIP notifying me that the review has failed. In addition, if I go to the "Produce Final Map Products" task to check on the review, it states that the review is "In Progress". This is even after I have learned from my MIP Black Belt that the review has failed. My Black Belt has had to submit a MIP ticket to get the status changed to "failed" so that I can upload corrected data and restart QR#5. I believe that MIPHelp is aware of this problem. My questions are:
 	
    a. Has this problem been fixed, and if not, when will this problem be resolved?
 	
    b. If the problem has not been fixed, how many days should a Mapping Partner wait once the QR#5 process has begun before we ask our Black Belt to check on the status of the QR#5?
	If the project was showing in the MIP as "In Progress" then it would be consistent that you did not receive an email saying that the submission failed. This email is triggered when the status in the MIP changes. There is a handshake between the MIP and the First American QA/QC tool. It appears that there was a communication issue between First American and the MIP where the status was not updated. This does not appear to be an ongoing issue.
	
	If there is no update in the MIP, the process that you followed is the right one. Submit a MIP Help ticket and follow the escalation process as described in the MIP Help Escalation plan.