

Submitting Batches to CARE March 2012

STEP 1: Must have access to an FTP application that supports an SSL file transfer. If not, you may want to download a free copy from the Internet. There are several FTP applications available.

For the type batches addressed in this document the agency has chosen FileZilla Version 3.5.3

STEP 2: For each user that will be submitting a FTP batch you will need to submit an access authorization request for mainframe batch FTP access (IS510 form). Call the HHSC Help Desk at 1-888-952-4357 and open a ticket with the Enterprise Security Group for assistance in locating the form and/or questions regarding completing the form

STEP 3: After completing Steps 1 & 2 you will need to setup your FTP session. Here is an example of how you would set up a session. Again, our example is using FileZilla.

- FileZilla opens its main screen
- Select 'File' from the menu bar. Then select 'Site Manager'
- Select an entry from the 'My Sites' list or click 'New Site' to create a new site. Enter a name for your site in the box provided and enter the following information:
 - [Hostname: hhsibmprod.hhsc.texas.gov](https://hhsibmprod.hhsc.texas.gov)
 - [Protocol: FTP – File Transfer Protocol](#)
 - [Encryption: Require implicit FTP over TLS](#)
 - [Logon Type: Normal](#)
- Userid: (enter the userid provided by Security)
- Password: (enter the password provided by Security)
- Account: leave blank
- Click on the 'Transfer Settings' tab
- Click on 'Default' for Transfer mode
- Limit the maximum number of simultaneous connections to '1'
- Click on OK. Your new site has been saved and will be in the 'My Sites' list
- Select your site and click on 'Connect'
- The 'Unknown Certificate' window will display, select 'OK'
- In viewing the application, you have a Local site directory and a directory window to the LEFT. Verify or change to the directory to where your batches are stored. There is a Remote site directory and directory window to the RIGHT.
- On the menu bar select 'Transfer', then 'Transfer Type' and then select 'ASCII'.
- At the top of the screen is a blank area in which you can view what is happening. When you try to connect to a site, you can see the connection process or if there are failures or warnings, these will appear in this blank area.

STEP 4: Submitting a Batch:

- Highlight/select the file from the Local site directory window
- Select 'Server' from the menu bar, then select 'Enter custom command'
- Enter 'site filetype=jes' in the dialog box and press 'OK'
- Right click on the file to be sent and select 'Upload'
- If everything was done correctly, a file with strange characters in the name will appear on the Remote site directory side. The host will recognize this file as a job request and submit accordingly.
- If a file with the same file name as on the Local site appears in the remote site window, the file was transferred as a file instead of a batch transaction. Transferred files will NOT be processed. If this occurs verify that the Transfer type is ASCII and enter the site command again. If the batch is transferred as a file again, please call the Help Desk and open a ticket with Field Support. Field Support will check that user is following all instructions, contact a programmer or determine if it is an FTP problem and transfer the ticket to the appropriate group.

STEP 5: Batch Confirmation Reports:

- Within 15 minutes after submitting a **regular CARE batch**, HC027091 will be sent to your CARE mainframe printer if CARE batch was accepted.
- If the regular CARE batch was rejected, the HC027090 will detail why the batch was rejected.
- No confirmation reports are returned to centers for jail batches. Field Support can verify that the jail batch was received but can not (??) determine number of records included in a particular batch.

Trouble-Shooting Tips:

1. **Experiencing unusual problems submitting batch jobs?** Maybe your password has expired. FTP has no way of letting you know this. Prior to calling the Help Desk, try logging into the [MHMR](#) mainframe using SuperSession to see if your account is still active. If you are able to log in to SuperSession and are still experiencing problems submitting batch jobs or if your userid has been suspended due to unsuccessful login attempts, please call the Help Desk at 1-888-952-4357 to open a Help Desk ticket with Enterprise Security.
2. **Points to remember:**
 - you must enter the custom command: 'site filetype=jes'
 - you must do an ASCII transfer
 - make sure there is no extra line feed at the end of each line

Field Support document
March 2012
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