

MAINTENANCE TECHNICAL SUPPORT CENTER
HEADQUARTERS MAINTENANCE OPERATIONS
UNITED STATES POSTAL SERVICE



Software Modification Order

SUBJECT: Mailing Evaluation, Readability, and Lookup
INstrument (MERLIN) Software Version
07.08.00-02

DATE: April 3, 2012

NO: SMO-013-12

TO: All MERLIN Sites

FILE CODE: A9
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This Software Modification Order (SMO) **supersedes SMO-003-12 (Version 07.08.00)** and provides information about the Mailing Evaluation, Readability, and Lookup INstrument (MERLIN) Version 07.08.00-02 application software for all MERLIN machines. This software release redirects the MERLIN Maintenance and Operations Database (MMOD) Remote Test & Diagnostics System (RTDS) logon path to the Eagan Data Center URL:

<https://mmod.usps.gov:9443/merlinAdmin3Web/welcomeSSL.jsp>.

It also changes the MERLIN MRTDSS communication test to mmod.usps.gov. This SMO affects Acronym MERLIN, Class Codes AA and AB.

The purpose of this Software Version Description (SVD) is to provide a summary of the MERLIN MMOD 5.02.00 Server and its impact on operations and maintenance. This document contains information concerning existing known problems, release notes, software installation procedure, post installation verification / validation and recovery procedures.

The MERLIN software in this release will be automatically downloaded and installed into MERLIN units from MERLIN MMOD. It is imperative that the MERLIN remains powered on and users logged off as much as operationally possible during the installation timeframe. The software will download during the week of April 2, 2012, and installation is scheduled for April 14, 2012. During the software download and installation process, typically during the midnight to 6:00 a.m. (local time) software maintenance window, no user interaction will be required. During installation, the user will be presented with a warning if they try to sign on to the system while the software is installing.

Refer to Attachment 2 of this SMO to verify the automatic software installation process by using the Post-Installation Verification Procedures.

If the software does not install by noon on Sunday, April 15, 2012, send an e-mail with the MERLIN serial number (MER-00-xxxx) in the subject line to Todd.J.Green@usps.gov and Jane.McDonald@usps.gov.

This bulletin requires a work order, and if the applicable acronym(s) and class code(s) are active within your eMARS equipment records, a work order(s) will be automatically created for you in the appropriate register(s).

Direct any questions or comments concerning this bulletin to the HelpDesk, Maintenance Technical Support Center, P.O. Box 1600, Norman OK 73070-1600; telephone FTS 2000 (405) 573-2123 or toll free (800) 366-4123. For your convenience, a copy of this bulletin's distribution list can be found at http://www.mtsc.usps.gov/equipment/bulletin_Mlist/bulletin_Mlist.cfm.



Robert E. Albert
Manager
Maintenance Technical Support Center
HQ Maintenance Operations

- Attachments:
1. Software Version Description for Merlin Maintenance and Operations Database (MMOD) Server Version 5.02.00
 2. MERLIN Post-Installation Verification Procedure
 3. Release Evaluation Form

ATTACHMENT 1

**SOFTWARE VERSION DESCRIPTION FOR
MERLIN MAINTENANCE AND OPERATIONS DATABASE (MMOD) SERVER
VERSION 5.02.00**

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1. SCOPE

The purpose of this Software Version Description (SVD) is to provide a summary of the Mailing Evaluation, Readability, and Lookup Instrument (MERLIN) Maintenance and Operations Database (MMOD) 5.02.00 Server and its impact on operation and maintenance. This document contains information concerning existing known problems, release notes, software installation procedure, post installation verification / validation and recovery procedures.

1.1. IDENTIFICATION

Project Name: MERLIN Maintenance and Operations Database Server
Acronym: MMOD
Version: 5.02.00
Release Date: April 16, 2012
Recipients: United States Postal Service (USPS) Host Computing Services (HCS) and Bell and Howell (BH)
Installation Date: April 14, 2012

1.2. SYSTEM OVERVIEW

The MMOD Server collects and stores information about the operational and maintenance status of MERLIN units, and provides reports about these units, organized by regional groups, as well as individual MERLIN units.

Project Sponsor:	USPS Business Mail Acceptance
User:	USPS Business Mail Entry Unit (BMEU) and Detached Mail Unit (DMU)
Developer:	Bell and Howell (BH)
Maintenance Organization:	USPS Host Computing Services (HCS)

1.3. DISTRIBUTION

Current Sites	Merrifield, VA – Engineering
Planned Sites:	Eagan, MN – USPS Eagan Data Center
Pre-Beta Site(s):	Eagan, MN – USPS Eagan Data Center Version Tested: 5.02.00

Beta Sites:	Eagan, MN – USPS Eagan Data Center Version Tested: 5.02.00 This version of the MMOD software is compatible with the MERLIN XP systems running software version 7.08.00-02 or newer.
Distribution Process:	This version of the MMOD software will be released by BH to USPS HCS following the USPS Software Deployment process using Dimensions. The MMOD software will be installed by the USPS HCS Websphere Administrator and Database Administrator (DBA) with support from BH Engineering. The USPS HCS Websphere Administrator and DBA will perform software installation and database update following procedures documented in the MMOD Build Plan version 5.02.00. ERD has a copy of the MMOD Build Plan version 5.02.00 for reference.

1.4. SYSTEM IMPACT

MMOD version 5.02.00 is a full baseline release. However, the MMOD database must be at the version 5.02.00 release level. The impact is in the modification of the MMOD Server software.

This release contains application software changes that impact MMOD Graphical User Interface (GUI), system maintenance and user operation.

1.4.1. Operations Impact

The operational benefits / changes of this release include:

- MMOD (RTDS) will be hosted at the Eagan Data Center and accessible via the following URL:

<https://mmod.usps.gov:9443/merlinAdmin3Web/welcomeSSL.jsp>

- MMOD Menu Deletions - MMOD software has been modified to delete / disable menu options which are no longer required including:

1. Administration Menu

- a. Mailer
- b. MSF (Maintenance Support Facility) RTDS terminals
- c. System Configuration
- d. Add MMOD News
- e. System Process Scheduling
 - 1) FDB Sync

2. Maintenance Reports Menu

- a. Unavailable MSF RTDS terminals
- b. Media distribution Report
 - 1) Distribution Report
- c. Contacts
 - 1) Area Contacts
 - 2) District Contacts
 - 3) Site Contacts
 - 4) MSF Contacts
- 3. BME Reports Menu
 - a. Weekly Mailing Summary Rollup
 - b. National Rollup
 - c. Mailing Rollup
 - d. Inoperable MERLIN Report
 - e. Incomplete Continuous Mailings
 - f. Exception Reports:
 - 1) Incomplete weekly Mailing
 - 2) Unresolved Mailing
 - 3) Inoperable MERLIN exception Report
 - g. Graphs
 - 1) Automation Rate Barcode
 - 2) Presort Verification
 - 3) Address Accuracy
 - 4) Barcode Errors
 - 5) Digit String Errors
 - 6) Presort Verification Errors
 - 7) Overwrites
 - 8) Mailings Tested Trend
 - 9) Original Score vs. Appeal Score

MMOD software also has been modified to remove the following user roles which are no longer applicable:

- 1. Site Entry
- 2. RCSC Admin

- Remove View MERLIN - MMOD software has been modified to remove the "View MERLIN" option from the Maintenance tab. Note the "View MERLIN" option only appears in the Maintenance tab when a MERLIN unit is selected.
- MERLIN List MERLIN Serial Number - MMOD software has been modified to check and only accept a valid 4 digit serial number after "MER-00" in the MERLIN Serial Number field in the MERLIN web page. The valid 4 digit number will be from "0000" to "9999" padded with leading zeros.

1.4.2. Maintenance Issues

The USPS MMOD Administrator will perform MMOD maintenance.

While there are no mandatory maintenance actions as a result of the MMOD deployment, maintenance users will have access to available reports from the MMOD Server.

1.5. SYSTEM DEPENDENCIES/INTERFACES

1.5.1. System Dependencies

For the MERLIN systems to receive job setup data from the PostalOne! Server, the MERLIN systems, the MMOD Server and the PostalOne! Server must be connected to the USPS network.

For the MERLIN systems to send Address Quality data to the National Customer Support Center (NCSC) Server, the MERLIN systems, the MMOD Server and the NCSC Server must be connected to the USPS network.

IBM Message Queue must be installed and configured in the MMOD Server and PostalOne! Server in order for the two servers to exchange data.

AFT must be installed and configured in the MMOD Server in order for it to transfer files to the eAccess server. Both systems must be connected to the USPS network.

For MERLIN systems to receive MERLIN Software Package (MSP) and request for Walk Sequence / Enhanced Line of Travel (eLOT) analysis from the MMOD Server, the MERLIN system and the MMOD Server must be connected on the same network.

For MMOD to transfer the daily Hot Sheet Report to the MTSC server, AFT must be installed and configured in both systems. Both systems must be connected to the USPS network.

1.5.2. Interfaces

The MMOD Server interfaces to the following external systems over the USPS network:

- Production MERLIN systems.
- MSF Personal Computer (PC).
- Other MMOD user's PCs.
- Active Directory Server

- eAccess System
- Time Server
- Mail Server
- PostalOne! Server
- Facilities Database System
- NCSC Server
- MTSC Server

2. VERSION DESCRIPTION

2.1. MATERIALS RELEASED

This Software Distribution Package consists of:

- MMOD Software Version Description Version 5.02.00
- MMOD Software Package, Version 5.02.00
 - MMOD application software package
 - MMOD database update package
 - MMOD Build Plan

2.2. SUMMARY OF CHANGES

The software changes included in this release are:

- MMOD Migration to Eagan Data Center - MMOD server has been updated to support the server migration from USPS ERD at Merrifield, VA to the USPS Eagan Data Center at Eagan, MN. There are four MMOD server environments: PROD, CAT, SIT and DEV, at the Eagan Data Center. These four servers have been upgraded to run under SUSE Linux OS Version 10 SP3, WebSphere 7.0, Oracle 11g, and Batch / AFT Service. MMOD will operate under these environments and provide the same functionalities as in the previous MMOD 4.10.01 release.
- Change FTP to AFT for MTSC Report - MMOD software has been modified to use AFT instead of FTP to transfer the daily MTSC Hot Sheet Report to MTSC. MMOD will also use the Control-M process in the Batch Service instead of the Linux Cron scheduler to initiate the transfer process.
- MMOD Menu Deletions - MMOD software has been modified to delete / disable menu options which are no longer required including:

1. Administration Menu
 - a. Mailer
 - b. MSF RTDS terminals

- c. System Configuration
- d. Add MMOD News
- e. System Process Scheduling
 - 1) FDB Sync
- 2. Maintenance Reports Menu
 - a. Unavailable MSF RTDS terminals
 - b. Media distribution Report
 - 1) Distribution Report
 - c. Contacts
 - 1) Area Contacts
 - 2) District Contacts
 - 3) Site Contacts
 - 4) MSF Contacts
- 3. BME Reports Menu
 - a. Weekly Mailing Summary Rollup
 - b. National Rollup
 - c. Mailing Rollup
 - d. Inoperable MERLIN Report
 - e. Incomplete Continuous Mailings
 - f. Exception Reports:
 - 1) Incomplete weekly Mailing
 - 2) Unresolved Mailing
 - 3) Inoperable MERLIN exception Report
 - g. Graphs
 - 1) Automation Rate Barcode
 - 2) Presort Verification
 - 3) Address Accuracy
 - 4) Barcode Errors
 - 5) Digit String Errors
 - 6) Presort Verification Errors
 - 7) Overwrites
 - 8) Mailings Tested Trend
 - 9) Original Score vs. Appeal Score

MMOD software also has been modified to remove the following user roles which are no longer applicable:

1. Site Entry
2. RCSC Admin

MMOD software has been modified with a new scheduler task for generating the daily Hot Sheet Report. The report will be transferred to MTSC by the Control-M process.

MMOD software has been modified to allow the MMOD Administrator the capability of changing the current MMOD Application Server selected for processing scheduled tasks in the System Process Scheduling page. MMOD Administrator will also be able to edit the Email Recipient List to receive a notification email if one of the scheduled tasks did not run at its scheduled time.

- Display MMOD Software Version Information in Login Page - MMOD software has been modified to display the MMOD software version string information in the Login Page.
- MMOD MERLIN Update Status Report - MMOD software has been modified to correctly display the latest package update status (Pending, Successful or Failure) for Download, Build and Installation reported by MERLIN. The reported status information will be displayed in the Status field in the MERLIN Update Status Selected Package Report.
- Remove View MERLIN - MMOD software has been modified to remove the "View MERLIN" option from the Maintenance tab. Note the "View MERLIN" option only appears in the Maintenance tab when a MERLIN unit is selected.
- MERLIN Update Status Selected Count - MMOD software has been modified to display the correct Selected Count that matches the number of Selected MERLIN units for a MERLIN package in the MERLIN Update Status Report.
- MERLIN List MERLIN Serial Number - MMOD software has been modified to check and only accept a valid 4 digit serial number after "MER-00" in the MERLIN Serial Number field in the MERLIN web page. The valid 4 digit number will be from "0000" to "9999" padded with leading zeros.
- Move Walk Sequence Tasks to MMOD Scheduler - MMOD software has been modified to move the Walk Sequence Start and Stop Tasks from the Control-M Scheduler to the MMOD Scheduler.
- MMOD Database Tuning Changes - MMOD software has been modified to change and tune the database including adding indexes and modifying SQL statements as recommended by USPS Database Performance Team to improve database performance.
- Update MMOD Script Files - MMOD software has been modified with updates to system support and software installation script files for addressing / correcting script issues identified during the MMOD 5.00.00 test.

- Update MMOD Configuration Files - MMOD software has been modified with update to system configuration files for addressing / correcting configuration issues identified during the MMOD 5.00.00 test.
- Update Control-M Scheduler Tasks - MMOD software has been modified to remove tasks that are no longer required in the Control-M Scheduler.
- Update Data Migration Plan - The Data Migration Plan has been updated with changes to support the process of exporting the MMOD Database Snapshot from the existing ERD PROD and importing it into the Eagan PROD.
- CAT Security Scan - MMOD software has been modified to address security scan issues reported by USPS that are applicable to MMOD such as world wide write file permission in the CAT environment.
- PROD Security Scan - MMOD software has been modified to address security scan issues reported by USPS that are applicable to MMOD such as world wide write file permission in the PROD CAT environment.
- Barcode Overwrite - MMOD software has been modified to correctly update the Barcode Overwrite Flag in the VRM.

2.3. ADAPTATION DATA

There is no new adaptation data in this release.

3. INSTALLATION OVERVIEW

MMOD application software installation will be performed by the USPS HCS Websphere Administrator and DBA. ERD has a copy of the MMOD Build Plan version 5.02.00 for reference.

3.1. SYSTEM SOFTWARE UPGRADES

MMOD system upgrade and patches will be applied by USPS HCS as required.

3.2. DATABASE BACKUP

MMOD database backup and update will be performed by the USPS HCS DBA as required.

3.3. MMOD SERVER SOFTWARE UPGRADE

ERD has a copy of the MMOD Build Plan version 5.02.00 for reference.

4. OPERATIONAL PROCEDURES

The following is a list of Maintenance / Operational changes in this release. Detailed description of these changes can be found in Section 14.

- MMOD Migration to Eagan Data Center - MMOD server has been updated to support the server migration from USPS ERD at Merrifield, VA to the USPS Eagan Data Center at Eagan, MN. There are four MMOD server environments: PROD, CAT, SIT and DEV, at the Eagan Data Center. These four servers have

been upgraded to run under SUSE Linux OS Version 10 SP3, WebSphere 7.0, Oracle 11g, and Batch / AFT Service. MMOD will operate under these environments and provide the same functionalities as in the previous MMOD 4.10.01 release.

- Change FTP to AFT for MTSC Report - MMOD software has been modified to use AFT instead of FTP to transfer the daily MTSC Hot Sheet Report to MTSC. MMOD will also use the Control-M process in the Batch Service instead of the Linux Cron scheduler to initiate the transfer process.
- MMOD Menu Deletions - MMOD software has been modified to delete / disable menu options which are no longer required including:

1. Administration Menu

- a. Mailer
- b. MSF RTDS terminals
- c. System Configuration
- d. Add MMOD News
- e. System Process Scheduling
 - 1) FDB Sync

2. Maintenance Reports Menu

- a. Unavailable MSF RTDS terminals
- b. Media distribution Report
 - 1) Distribution Report
- c. Contacts
 - 1) Area Contacts
 - 2) District Contacts
 - 3) Site Contacts
 - 4) MSF Contacts

3. BME Reports Menu

- a. Weekly Mailing Summary Rollup
- b. National Rollup
- c. Mailing Rollup
- d. Inoperable MERLIN Report
- e. Incomplete Continuous Mailings
- f. Exception Reports:
 - 1) Incomplete weekly Mailing
 - 2) Unresolved Mailing

- 3) Inoperable MERLIN exception Report
- g. Graphs
 - 1) Automation Rate Barcode
 - 2) Presort Verification
 - 3) Address Accuracy
 - 4) Barcode Errors
 - 5) Digit String Errors
 - 6) Presort Verification Errors
 - 7) Overwrites
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 - 9) Original Score vs. Appeal Score

MMOD software also has been modified to remove the following user roles which are no longer applicable:

1. Site Entry
2. RCSC Admin

MMOD software has been modified with a new scheduler task for generating the daily Hot Sheet Report. The report will be transferred to MTSC by the Control-M process.

MMOD software has been modified to allow the MMOD Administrator the capability of changing the current MMOD Application Server selected for processing scheduled tasks in the System Process Scheduling page. MMOD Administrator will also be able to edit the Email Recipient List to receive a notification email if one of the scheduled tasks did not run at its scheduled time.

- Display MMOD Software Version Information in Login Page - MMOD software has been modified to display the MMOD software version string information in the Login Page.
- MMOD MERLIN Update Status Report - MMOD software has been modified to correctly display the latest package update status (Pending, Successful or Failure) for Download, Build and Installation reported by MERLIN. The reported status information will be displayed in the Status field in the MERLIN Update Status Selected Package Report.
- Remove View MERLIN - MMOD software has been modified to remove the "View MERLIN" option from the Maintenance tab. Note the "View MERLIN" option only appears in the Maintenance tab when a MERLIN unit is selected.
- MERLIN Update Status Selected Count - MMOD software has been modified to display the correct Selected Count that matches the number of Selected MERLIN units for a MERLIN package in the MERLIN Update Status Report.

- MERLIN List MERLIN Serial Number - MMOD software has been modified to check and only accept a valid 4 digit serial number after "MER-00" in the MERLIN Serial Number field in the MERLIN web page. The valid 4 digit number will be from "0000" to "9999" padded with leading zeros.
- Move Walk Sequence Tasks to MMOD Scheduler - MMOD software has been modified to move the Walk Sequence Start and Stop Tasks from the Control-M Scheduler to the MMOD Scheduler.
- MMOD Database Tuning Changes - MMOD software has been modified to change and tune the database including adding indexes and modifying SQL statements as recommended by USPS Database Performance Team to improve database performance.
- Update MMOD Script Files - MMOD software has been modified with updates to system support and software installation script files for addressing / correcting script issues identified during the MMOD 5.00.00 test.
- Update MMOD Configuration Files - MMOD software has been modified with update to system configuration files for addressing / correcting configuration issues identified during the MMOD 5.00.00 test.
- Update Control-M Scheduler Tasks - MMOD software has been modified to remove tasks that are no longer required in the Control-M Scheduler.
- Update Data Migration Plan - The Data Migration Plan has been updated with changes to support the process of exporting the MMOD Database Snapshot from the existing ERD PROD and importing it into the Eagan PROD.
- CAT Security Scan - MMOD software has been modified to address security scan issues reported by USPS that are applicable to MMOD such as world wide write file permission in the CAT environment.
- PROD Security Scan - MMOD software has been modified to address security scan issues reported by USPS that are applicable to MMOD such as world wide write file permission in the PROD CAT environment.
- Barcode Overwrite - MMOD software has been modified to correctly update the Barcode Overwrite Flag in the VRM.

5. POSSIBLE PROBLEMS AND KNOWN ERRORS

There are no known problems in this release:

6. DOCUMENTATION AND REFERENCES

ERD has the following documentation for issues that fall outside the scope of this guide:

- MMOD Project Development Environment
- MMOD Server Operation and Maintenance Guide
- MMOD Build Plan

7. CHANGE REQUEST PROCEDURES

Your Area Maintenance Software Specialist (AMSS) processes all release changes. Contact MTSC at 1-800-366-4123 for the name and telephone number of your AMSS.

All change requests should be submitted via the "Software Change Request / Software Problem Report (SCR/SPR)" option on the Engineering web site. The form is available via the USPS Engineering web server at <http://web.eng.usps.gov> by highlighting "Forms" in the left column.

The project leader is responsible for reviewing the request and notifying the developer of required changes and setting a deployment date to allow time for implementation of the changes and then providing resolution to the requestor.

8. PROBLEM REPORTING PROCEDURES

Any problems or questions should be addressed to MTSC at 1-800-366-4123. MTSC will take the appropriate information regarding the problem or question and attempt to resolve it. If unable to provide resolution, MTSC will contact the appropriate parties. Resolution information will be provided back to the requester by MTSC.

9. NOTES

Table 1-1. Acronyms and Abbreviations

Abbrev.	Meaning
AFT	Assured File Transfer
AMSS	Area Maintenance Software Specialist
BH	Bell and Howell
BMEU	Business Mail Entry Unit
DBA	Database Administrator
DMU	Detached Mail Unit
eLOT	Enhanced Line of Travel
FDB	Facility Database
FTP	File Transfer Protocol
GUI	Graphical User Interface
HCS	Host Computing Services
MERLIN	Mailing Evaluation, Readability, and Lookup Instrument
MMOD	MERLIN Maintenance and Operational Database
MSF	Maintenance Support Facility
MSP	MERLIN Software Package
MTSC	Maintenance Technical Support Center
NCSC	National Customer Support Center
PC	Personal Computer
RTDS	Remote Test & Diagnostics System
SCR	Software Change Request
SPR	Software Problem Report
SQL	Structured Query Language
SVD	Software Version Description

Abbrev.	Meaning
URL	Uniform Resource Locator
USPS	United States Postal Service
VRM	Verification Results Message

10. INSTALLATION INSTRUCTIONS

MMOD application software installation will be performed by the USPS HCS Websphere Administrator. MMOD database backup and update will be performed by the USPS HCS DBA. ERD has a copy of the MMOD Build Plan version 5.02.00 for reference.

11. POST INSTALLATION AND VERIFICATION PROCEDURES

Post-installation verification of the MMOD application software will be performed by the USPS HCS Websphere Administrator. ERD has a copy of the MMOD Build Plan version 5.02.00 for reference.

12. CATASTROPHIC RECOVERY PROCEDURES

Catastrophic recovery of the MMOD application software will be performed by the USPS HCS Websphere Administrator and DBA.

13. RELEASE NOTES

1. MMOD Migration to Eagan Data Center

The MMOD server has been updated to support the server migration from USPS ERD at Merrifield, VA to the USPS Eagan Data Center at Eagan, MN. There are four MMOD server environments: PROD, CAT, SIT and DEV, at the Eagan Data Center. These four servers have been upgraded to run under SUSE Linux OS Version 10 SP3, WebSphere 7.0, Oracle 11g, and Batch / AFT Service. MMOD will operate under these environments and provide the same functionalities as in the previous MMOD 4.10.01 release.

Reason for Change:	Change requested by USPS to migrate MMOD server from USPS ERD at Merrifield, VA to USPS Eagan Data Center at Eagan, MN. The MMOD server will also be upgraded to SUSE Linux OS Version 10 SP3, WebSphere 7.0, Oracle 11g, and Batch / AFT Service.
Origin:	SCR000009352
Requestor:	USPS
Effects	(Interfaces, Operations, Maintenance): This change impacts operations, maintenance and all external interfaces. The MMOD server has been migrated from USPS ERD at Merrifield, VA to USPS Eagan Data Center at Eagan, MN. System software including the operating system and database has been upgraded. Various MMOD web pages / reports have been modified / deleted. All external interfaces including the MMOD login page URL, PostalOne!, NCSC, MTSC and eAccess will have to be changed to reference the new MMOD server environments.

2. Change FTP to AFT for MTSC Report

The MMOD software has been modified to use AFT instead of FTP for transferring the daily MTSC Hot Sheet Report to MTSC. MMOD will also use the Control-M process in the Batch Service instead of the Linux Cron scheduler to initiate the transfer process.

Reason for Change:	Change requested by USPS to use AFT instead of FTP for transferring the daily MTSC Hot Sheet Report to MTSC. MMOD will also use the Control-M process in the Batch Service instead of the Linux Cron scheduler to initiate the transfer process.
Origin:	SCR000009353
Requestor:	USPS
Effects	(Interfaces, Operations, Maintenance): This change impacts the MMOD to MTSC communication interface. MTSC server needs to install and configure AFT in order to receive the Hot Sheet Report from MMOD.

3. MMOD Menu Deletions

The MMOD software has been modified to delete / disable MMOD menu options which are no longer required.

Reason for Change:	Change requested by USPS to delete / disable MMOD menu options which are no longer required.
Origin:	SCR000009022
Requestor:	USPS
Effects	(Interfaces, Operations, Maintenance): This change impacts operations and maintenance users. Various obsolete MMOD web pages and reports have been deleted. Site Entry and RCSC Admin user roles also have been removed.

4. Display MMOD Software Version Information in Login Page

The MMOD software has been modified to display the MMOD software version string information in the Login Page.

Reason for Change:	Change requested by USPS to display the MMOD software version string information in the Login Page.
Origin:	SCR000010158
Requestor:	USPS
Effects	(Interfaces, Operations, Maintenance): This change impacts all MMOD users. Changes have been made to the MMOD login web page to display the MMOD software version string information.

5. MMOD MERLIN Update Status Report

The MMOD software has been modified to correctly display the latest package update status (Pending, Successful or Failure) for Download, Build and Installation reported by MERLIN. The reported status information will be displayed in the Status field in the MERLIN Update Status Selected Package Report.

Reason for Change:	Change requested by USPS to correctly display the latest package update status for Download, Build and Installation reported by MERLIN.
Origin:	SPR000009053
Requestor:	USPS
Effects	(Interfaces, Operations, Maintenance): This change impacts MMOD users who have access to the MERLIN Update Status Report. Changes have been made to the MERLIN Update Status Report to correctly display the latest package update status for Download, Build and Installation reported by MERLIN.

6. Remove View MERLIN

The MMOD software has been modified to remove the "View MERLIN" option from the Maintenance tab. Note the "View MERLIN" option only appears in the Maintenance tab when a MERLIN unit is selected.

Reason for Change:	Change requested by USPS to remove the "View MERLIN" option from the Maintenance tab.
Origin:	SCR000009751
Requestor:	USPS
Effects	(Interfaces, Operations, Maintenance): This change impacts MMOD users who have access to the MMOD Maintenance tab. The View MERLIN menu option is no longer available and it has been removed from the MMOD Maintenance tab.

7. MERLIN Update Status Selected Count

The MMOD software has been modified to display the correct Selected Count that matches the number of Selected MERLIN units for a MERLIN package in the MERLIN Update Status Report.

Reason for Change:	Change requested by USPS to correctly display the Selected Count that matches the number of Selected MERLIN units for a MERLIN package in the MERLIN Update Status Report.
Origin:	SCR000009851
Requestor:	USPS
Effects	(Interfaces, Operations, Maintenance): This change impacts MMOD users who have access to the MMOD Maintenance tab. The MERLIN Update Status Report has been updated to display the correct Selected Count that matches the number of Selected MERLIN units for a MERLIN package.

8. MERLIN List MERLIN Serial Number

The MMOD software has been modified to check and only accept a valid 4 digit serial number after "MER-00" in the MERLIN Serial Number field in the MERLIN web page. The valid 4 digit number will be from "0000" to "9999" padded with leading zeros.

Reason for Change:	Change requested by USPS to MMOD software to check and only accept a valid 4 digit MERLIN serial number.
Origin:	SCR000010221
Requestor:	USPS
Effects	(Interfaces, Operations, Maintenance): This change impacts MMOD Administrators. The MERLIN web page has been modified to check and only accept a valid 4 digit serial number after "MER-00" in the MERLIN Serial Number field in the MERLIN web page.

9. Move Walk Sequence Tasks to MMOD Scheduler

The MMOD software has been modified to move the Walk Sequence Start and Stop Tasks from the Control-M Scheduler to the MMOD Scheduler.

Reason for Change:	Change requested by USPS to move the Walk Sequence Start and Stop Tasks from the Control-M Scheduler to the MMOD Scheduler.
Origin:	SCR000010491
Requestor:	USPS
Effects	(Interfaces, Operations, Maintenance): This change impacts MMOD Administrators and USPS HCS Group. The Walk Sequence tasks have been moved from the Control-M Scheduler MERLIN to the MMOD Scheduler. The MMOD Administrator has to configure and monitor these tasks. The USPS HCS Group can now apply Websphere patches at any time with no need to coordinate with the Control-M group to stop the Walk Sequence tasks.

10. MMOD Database Tuning Changes

The MMOD software has been modified to change and tune the database including adding indexes and modifying SQL statements as recommended by USPS Database Performance Team to improve database performance.

Reason for Change:	Change requested by USPS to work with USPS Database Performance Team to improve MMOD database performance.
Origin:	SCR000010494
Requestor:	USPS
Effects	(Interfaces, Operations, Maintenance): This change has no impact to any MMOD interfaces, Operations or Maintenance.

11. Update MMOD Script Files

The MMOD software has been modified with updates to system support and software installation script files for addressing / correcting script issues identified during the MMOD 5.00.00 test.

Reason for Change:	Change requested by USPS to modify system support and software installation script files to address / correct script issues identified during the MMOD 5.00.00 test.
Origin:	SCR000010487
Requestor:	USPS
Effects	(Interfaces, Operations, Maintenance): This change has no impact to any MMOD interfaces, Operations or Maintenance.

12. Update MMOD Configuration Files

The MMOD software has been modified with update to system configuration files for addressing / correcting configuration issues identified during the MMOD 5.00.00 test.

Reason for Change: Change requested by USPS to modify system configuration files to address / correct configuration issues identified during the MMOD 5.00.00 test.
Origin: SCR000010488
Requestor: USPS
Effects (Interfaces, Operations, Maintenance): This change has no impact to any MMOD interfaces, Operations or Maintenance.

13. Update Control-M Scheduler Tasks

The MMOD software has been modified to remove tasks that are no longer required in the Control-M Scheduler.

Reason for Change: Change requested by USPS to remove tasks that are no longer required in the Control-M Scheduler.
Origin: SCR000010489
Requestor: USPS
Effects (Interfaces, Operations, Maintenance): This change has no impact to any MMOD interfaces, Operations or Maintenance.

14. Update Data Migration Plan

The Data Migration Plan has been updated with changes to support the process of exporting the MMOD Database Snapshot from the existing ERD PROD and importing it into the Eagan PROD.

Reason for Change: Change requested by USPS to update the Data Migration Plan.
Origin: SCR000010490
Requestor: USPS
Effects (Interfaces, Operations, Maintenance): This change impacts the DBA who will be responsible for exporting and importing the MMOD database snapshot.

15. CAT Security Scan

The MMOD software has been modified to address security scan issues reported by USPS that are applicable to MMOD such as world wide write file permission in the CAT environment.

Reason for Change:	Change requested by USPS to address security scan issues reported by USPS that are applicable to MMOD in the CAT environment.
Origin:	Origin:SCR000010492
Requestor:	Requestor: USPS
Effects	(Interfaces, Operations, Maintenance): This change has no impact to any MMOD interfaces, Operations or Maintenance.

16. PROD Security Scan

The MMOD software has been modified to address security scan issues reported by USPS that are applicable to MMOD such as world wide write file permission in the PROD environment.

Reason for Change:	Change requested by USPS to address security scan issues reported by USPS that are applicable to MMOD in the PROD environment.
Origin:	SCR000010493
Requestor:	USPS
Effects	(Interfaces, Operations, Maintenance): This change has no impact to any MMOD interfaces, Operations or Maintenance.

17. Barcode Overwrite

The MMOD software has been modified to correctly update the Barcode Overwrite Flag in the VRM.

Reason for Change:	Change requested by USPS to correctly update the Barcode Overwrite Flag in the VRM.
Origin:	SCR000010709
Requestor:	USPS
Effects	(Interfaces, Operations, Maintenance): This change has no impact to any MMOD interfaces, Operations or Maintenance.

14. MAINTENANCE AND OPERATIONAL CHANGES

There are several changes that affect Maintenance / Operational procedures in this software release. The effects of these changes are detailed below.

14.1. MMOD MIGRATION TO EAGAN DATA CENTER

The MMOD servers, MMOD PROD and MERDev1, currently resided in USPS ERD at Merrifield, VA will be replaced by four new MMOD virtual servers in the Eagan Data Center at Eagan, MN. The four new MMOD virtual servers will include the PROD, CAT, SIT and DEV environments. PROD is the production server. Both CAT and SIT are servers for testing purposes. DEV is the server environment for development. These servers will be built, configured and maintained by USPS IT staff at the Eagan Data Center. Figure 1-1 is a diagram showing these server environments.

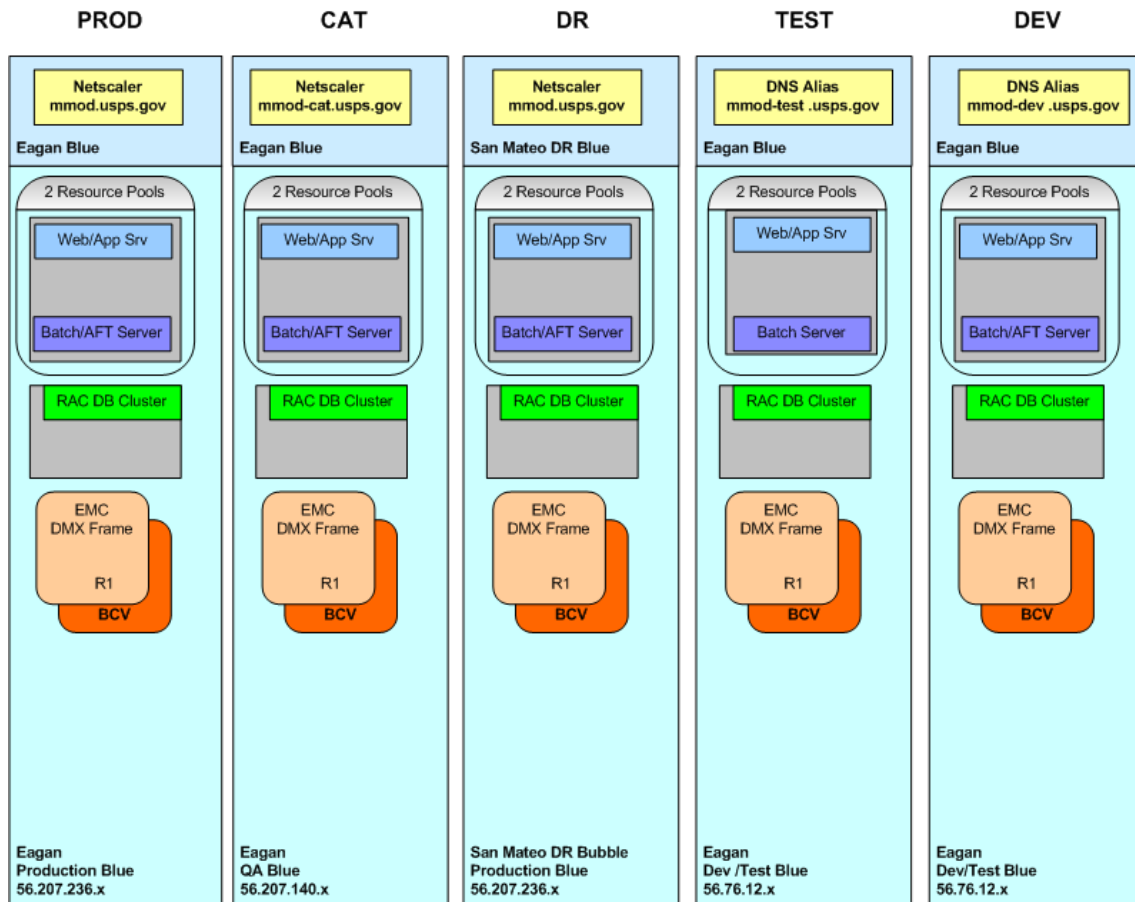


Figure 1-1. Eagan MMOD Server Environments

All four MMOD servers have similar hardware configuration except that for cost-reduction purposes the non-production / test environments are a scaled down version of the PROD environment. There are more application and database servers in the PROD environment than the non-production environments. Also, there is more storage capacity in the PROD environment than the non-production environments.

All four MMOD servers have identical system software. These servers will contain the following system software components:

- Novell SUSE Linux OS Version 10 SP3
- IBM WebSphere including MQ Version 7
- Oracle Database 11g
- BMC Control-M Scheduler

Even with all of these system level changes, MMOD will provide the same features and functionalities exactly the same as the ones in the previous MMOD 4.10.01 release. The only differences will be the other changes listed in Sections 14.2 thru 14.16.

Note that all of these migration changes are transparent to the MMOD users. The MMOD users will not notice any differences in the web pages they access after they have logged in.

14.2. CHANGE FTP TO AFT FOR MTSC REPORT

File transfer process using FTP is not permitted in the Eagan server environments. The MMOD script for sending the daily Hot Sheet Report file from MMOD to the MTSC server has been modified to use the AFT protocol instead of FTP.

The report generation SQL script will be modified to generate a report file, "Hotsheet_ReportMMDDYY.csv" instead of the "ftp_hotsheet.csv" file. This report generation script will be executed daily at around 5 AM by the Control-M Scheduler instead of the system Cron scheduler.

The daily Hot Sheet report file will be transferred to the MTSC server (nrmnoksum01.mtsc.usps.gov – 56.190.14.34) and saved in the "/hotsheet" folder.

14.3. MMOD MENU DELETIONS

In this release, some of the MMOD web pages and features which are no longer required / applicable have been changed or removed. There are two groups of changes: obsolete user roles and menu options.

The following MMOD user roles have been changed:

- Site Entry User
- RCSC User

These user role changes are described in more details in Section 14.3.1.

The following MMOD menu options and the links to their web pages have been removed:

1. Administration Menu
 - a. Mailer
 - b. MSF RTDS terminals
 - c. System Configuration

- d. Add MMOD News
- e. System Process Scheduling
- f. FDB Sync
- 2. Maintenance Reports Menu
 - a. Unavailable MSF RTDS terminals
 - b. Media distribution Report
 - 1) Distribution Report
 - c. Contacts
 - 1) Area Contacts
 - 2) District Contacts
 - 3) Site Contacts
 - 4) MSF Contacts
- 3. BME Reports Menu
 - a. Weekly Mailing Summary Rollup
 - b. National Rollup
 - c. Mailing Rollup
 - d. Inoperable MERLIN Report
 - e. Incomplete Continuous Mailings
 - f. Exception Reports:
 - 1) Incomplete weekly Mailing
 - 2) Unresolved Mailing
 - 3) Inoperable MERLIN exception Report
 - g. Graphs
 - 1) Automation Rate Barcode
 - 2) Presort Verification
 - 3) Address Accuracy
 - 4) Barcode Errors
 - 5) Digit String Errors
 - 6) Presort Verification Errors
 - 7) Overwrites
 - 8) Mailings Tested Trend
 - 9) Original Score vs. Appeal Score

The MMOD software also has been modified to allow the MMOD Administrator to

change the current assigned MMOD Application Server that is selected for processing scheduled tasks in the System Process Scheduling page. User will also be able to edit the Email Recipient List to receive an email notification in the event that the scheduled tasks did not run.

These web page and menu option changes are described in section 14.3.2.

In addition to the above menu option changes, the following changes have also been included in this release:

- Use server hostname instead of IP address to access MMOD login page
- Clean up / removal of obsolete tasks in the System Process Scheduler

These changes will be described in Section 14.3.3 and Section 14.3.4.

The MMOD software has also been modified with a new scheduler task for generating the daily Hot Sheet Report. The report will be transferred to MTSC using AFT via a Control-M script.

14.3.1. User Role Changes

The following MMOD user roles and their functionalities have been modified as described in Table 1-2.

Table 1-2. MMOD User Roles and Functionalities

USER ROLE ID	USER ROLE DESCRIPTION	CHANGE DESCRIPTION
1	RCSC	The Appeal Job Review process currently performed by the RCSC user is no longer supported in MMOD. The "View Appeal" link which appears in the main menu after the RCSC user logs in as shown in Figure 1-2. RCSC User Main Menu – View Appeals has been removed.
4	RCSC and Basic Administrator	Since RCSC functionalities have been removed, users currently assigned the RCSC and Basic Administrator user role will be restricted only to the Basic Administrator functionalities. The "Set MMOD User Roles" screen as shown in Figure 1-3 will no longer appear. User will be redirected to the web page as if the "Administration" option was selected.
6	RCSC and Move Administrator	Since RCSC functionalities have been removed, users currently assigned the RCSC and Move Administrator user role will be restricted only to the Move Administrator functionalities. The "Set MMOD User Roles" screen as shown in Figure 1-4 will no longer appear. User will be redirected to the web page as if the "Move Admin" option was selected.

USER ROLE ID	USER ROLE DESCRIPTION	CHANGE DESCRIPTION
7	RCSC, Move Administrator and Basic Administrator	Since RCSC functionalities have been removed, users currently assigned the RCSC, Move and Basic Administrator user role will be restricted only to the Move and Basic Administrator functionalities. The "Set MMOD User Roles" screen as shown in Figure 1-5 has been modified to only present the "Administration" and "Move Admin" options.
42	Site Entry	The Site Entry process currently performed by the Site Entry user is no longer supported in MMOD and its functionalities has been removed. Users currently assigned the Site Entry user role will be restricted only to the Operational functionalities. The "Set MMOD User Roles" screen as shown in Figure 1-6 will no longer appear. User will be redirected to the web page as if the "Operational" option was selected.
44	Move Initiator & Site Entry	Since Site Entry functionalities has been removed, users currently assigned the Site Entry and Move Initiator user role will be restricted only to the Move Initiator and Operational functionalities. The "Set MMOD User Roles" screen as shown in Figure 1-7 will no longer appear. Web page has been modified to only present the "Operational" and "Move Initiator" options.



Figure 1-2. RCSC User Main Menu – View Appeals

The screenshot shows the 'MERLIN Maintenance and Operations Database' header. Below it is a sub-header 'Set MMOD User Roles'. Under this, there are two roles listed: 'Administration' and 'RCSC', each with an adjacent radio button. A 'Submit' button is located at the bottom center of the form.

Figure 1-3. RCSC and Basic Admin - Set MMOD User Roles Screen

The screenshot shows the 'MERLIN Maintenance and Operations Database' header. Below it is a sub-header 'Set MMOD User Roles'. Under this, there are two roles listed: 'Move Admin' and 'RCSC', each with an adjacent radio button. A 'Submit' button is located at the bottom center of the form.

Figure 1-4. RCSC and Move Admin - Set MMOD User Roles Screen

The screenshot shows the 'MERLIN Maintenance and Operations Database' header. Below it is a sub-header 'Set MMOD User Roles'. Under this, there are three roles listed: 'Administration', 'Move Admin', and 'RCSC', each with an adjacent radio button. A 'Submit' button is located at the bottom center of the form.

Figure 1-5. RCSC, Move and Basic Admin - Set MMOD User Roles Screen

The screenshot shows the 'MERLIN Maintenance and Operations Database' header. Below it is a sub-header 'Set MMOD User Roles'. Under this, there are two roles listed: 'Operational' and 'Site Entry', each with an adjacent radio button. A 'Submit' button is located at the bottom center of the form.

Figure 1-6. Site Entry - Set MMOD User Roles Screen

The screenshot shows a web interface for the MERLIN Maintenance and Operations Database. At the top is a blue header bar with the text "MERLIN Maintenance and Operations Database". Below this is a section titled "Set MMOD User Roles". It contains three radio button options: "Operational", "Move Initiator", and "Site Entry". The "Operational" option is currently selected. At the bottom of this section is a "Submit" button.

Figure 1-7. Move Initiator and Site Entry - Set MMOD User Roles Screen

14.3.2. MMOD Web Page and Menu Option Changes

The following MMOD menu options have been deleted from the Administration Menu:

1. Mailer
2. MSF RTDS terminals
3. System Configuration
4. Add MMOD News
5. System Process Scheduling - FDB Sync

Figure 1-8 is a sample screen of the new Administration Menu.

The screenshot shows the "MERLIN Remote Test and Diagnostics System (RTDS)" interface. The top header bar includes the United States Postal Service logo, the version "5.02.00", the login "Basic Admin", and the date/time "2/27/2012 3:22 PM". Below the header is a navigation bar with tabs for "Maintenance Reports", "BME Reports", and "Administration" (which is selected). A "Help" button is also present. The "Administration" menu is expanded, showing a list of options: Area, District, Site, MSF, MERLIN, Users, Software/Directory, Versions, System Process, Scheduling, PostalOne! Jobs, MERLIN Update, Walk Sequence, Binary Image Transfer, MERLIN FTP Log, Gray Image Collection, and MERLIN Archived Jobs.

Figure 1-8. Updated Administration Menu

Since “Add MMOD News” option has been removed from the Administration Menu, the link for MMOD users to view the news information located in the MMOD login web page as shown in Figure 1-9 is also removed.

MERLIN Maintenance and Operations Database

MMOD News (Last Updated: N/A)

Login

Use your ACE user account information to login.

ACE Logon ID:

ACE Password:

Note: Password is case sensitive

Login

This is a U.S. Government Computer System and is intended for official use only. Unauthorized access is prohibited. All user activities are subject to monitoring in accordance with the United States Postal Service's policies to ensure compliance with government regulations and organizational policy. Copies of the Postal Service's policies on use of postal computers communications systems may be obtained from the system administrator or from the Postal Service's web site. YOU HAVE NO EXPECTATIONS OF PRIVACY USING THIS SYSTEM. Authorized employees have the right to examine active and stored e-mail and files within all systems. Others may inadvertently view your messages. Users are responsible for the images they cause to be displayed on, and the contents of, messages transmitted over Postal Service Communication Systems. All communications are to follow the proper business etiquette, avoid insensitive, hostile, or offensive subjects and language that would violate official Postal Service policies and regulations. The unauthorized release or use of organizational information is prohibited. Non-compliance with any of these conditions is grounds for disciplinary action up to and including removal or termination, as well as criminal prosecution. Report instances of suspected misuse to your supervisor or systems administrator.

Figure 1-9. MMOD Login Page – MMOD News

The System Process Scheduling page has been modified to allow the MMOD Administrator to select / change the MMOD Environment for processing scheduled tasks. The MMOD Administrator will also be able to control each task by either disabling or assigning a dedicated application server in the selected Eagan Environment to run / execute the scheduler tasks. The selected MMOD Environment and assigned server information will be saved in the database. By default, the PROD environment and its application servers will be assigned to execute the scheduler tasks. This assignment will be done during MMOD software installation via database script.

Figure 1-10 is a sample System Process Scheduler web page. The Current MMOD Environment field is a read-only field and it will display the current selected MMOD Environment.

Current MMOD Environment: PROD Change

1) Select MMOD Environment by clicking "Change" button.
 2) For each scheduler task below, select individual server from pull down list in "Execute on the Server".
 3) Make sure the "Change State" shows "Deactivate" for the task to be active.

Scheduled Tasks				
Description	Execute on the Server	Change State	Status	Next Run Time
Check Walk Sequence Service 1	eagnmnmap897.usps.gov	Deactivate	Waiting	Fri 02/10/2012 10:55:00 AM CST
Check Walk Sequence Service 2	eagnmnmap898.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Check Walk Sequence Service 3	eagnmnmap899.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Check Walk Sequence Service 4	eagnmnmap89a.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Daily Housekeeping	eagnmnmap897.usps.gov	Deactivate	Waiting	Sat 02/11/2012 12:00:00 AM CST
EAccess Download (API)	eagnmnmap897.usps.gov	Deactivate	Waiting	Fri 01/20/2012 10:00:00 PM CST
EAccess Upload (AFT)	eagnmnmap897.usps.gov	Deactivate	Waiting	Wed 02/08/2012 05:30:00 AM CST
Generate Hot Sheet Report	eagnmnmap897.usps.gov	Deactivate	Waiting	Sat 02/11/2012 06:00:00 AM CST
MERLIN Move email Notification/Reminder	eagnmnmap897.usps.gov	Deactivate	Waiting	Sat 01/21/2012 04:00:00 AM CST
MSM Upload Task	eagnmnmap897.usps.gov	Deactivate	Waiting	Wed 02/01/2012 04:00:00 AM CST
Merlin Configuration	eagnmnmap897.usps.gov	Deactivate	Waiting	Sat 02/11/2012 12:30:00 AM CST
Status Update	eagnmnmap897.usps.gov	Deactivate	Waiting	Fri 02/10/2012 10:49:38 AM CST
Stop Walk Sequence Service 1	eagnmnmap897.usps.gov	Deactivate	Waiting	Sat 02/11/2012 02:30:00 AM CST
Stop Walk Sequence Service 2	eagnmnmap898.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Stop Walk Sequence Service 3	eagnmnmap899.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Stop Walk Sequence Service 4	eagnmnmap89a.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST

Figure 1-10. System Process Scheduling Page

Clicking on the "Change" button will bring up a new web page as shown in Figure 1-11, where the MMOD Administrator can change the MMOD Environment for running the scheduled tasks. This web page will also have another free text field, "Email Recipient List", to allow for entry of a list of email addresses (comma separated list). The recipients in the email list will receive an email notification if the assigned server has problem executing the scheduler tasks. The information in the "Email Recipient List" field will also be saved in the database. Initially, the "Email Recipient List" field will be emptied.

MMOD Environment

Current MMOD Environment: PROD

Email Recipient List:

Use a comma separated list of email accounts. Maximum field size 256 characters.

Save Cancel

Figure 1-11. Edit MMOD Sever and Email Recipient List Page

The email list field will have maximum size of 256 characters. It is a free text fields which will be trimmed but not validated.

To monitor the execution of the scheduler tasks by the assigned MMOD server, a new Control-M script has been created. The Control-M script will be executed once daily at

8 AM to verify the Daily Housekeeping task was executed by the assigned server. An email notification message will be sent if the Daily Housekeeping task was not executed.

Figure 1-12 is a sample screen of the existing MMOD Maintenance Menu. The menu options deleted in this release are as follows and they are also highlighted in the sample screen.

1. Maintenance Reports Menu
 - a. Unavailable MSF RTDS terminals
 - b. Media distribution Report
 - 1) Distribution Report
 - c. Contacts
 - 1) Area Contacts
 - 2) District Contacts
 - 3) Site Contacts
 - 4) MSF Contacts

The screenshot displays the MMOD Maintenance Menu interface. On the left is a sidebar with navigation links. The main area shows a 'Health Summary' table. The sidebar options are as follows:

- Go To MERLIN:** MER-00, OR, USV41, Go
- Current View:** National, Change View, Summary, Health, System Availability, Go/No Go, System Deck, End of Day, System Events, MERLIN Status, MERLIN Update Status
- Exception Reports:** Hot Sheet, Directory/Software, Exceptions, Misconfigured MERLINS, Unavailable MSF RTDS Terminals, Inactive MERLIN, MERLIN Machine Listing, MERLINS Not In Use
- Media Distribution Reports:** Distribution Report
- Contacts:** Area Contacts, District Contacts, Site Contacts, MSF Contacts

The **Health Summary** table is as follows:

Status	All	DMU	BMEU
Fully Functional	0	0	0
Degraded	0	0	0
Non Functional	1120	415	705
Inactive	87	54	33

The **Legend** table is as follows:

Legend	
Fully Functional	System Fully Functional
Degraded	Outdated directories
Non Functional	Invalid software versions Go/No-Go failure Dust Detection failure Connection Status failure No communication received for more than 24 hours
Inactive	Deactivated by MMOD Administrator Past Move Release Deactivation Date

Figure 1-12. Current MMOD Maintenance Menu

Figure 1-13 is a sample screen of the new MMOD Maintenance Menu after the obsolete Maintenance menu options are deleted.

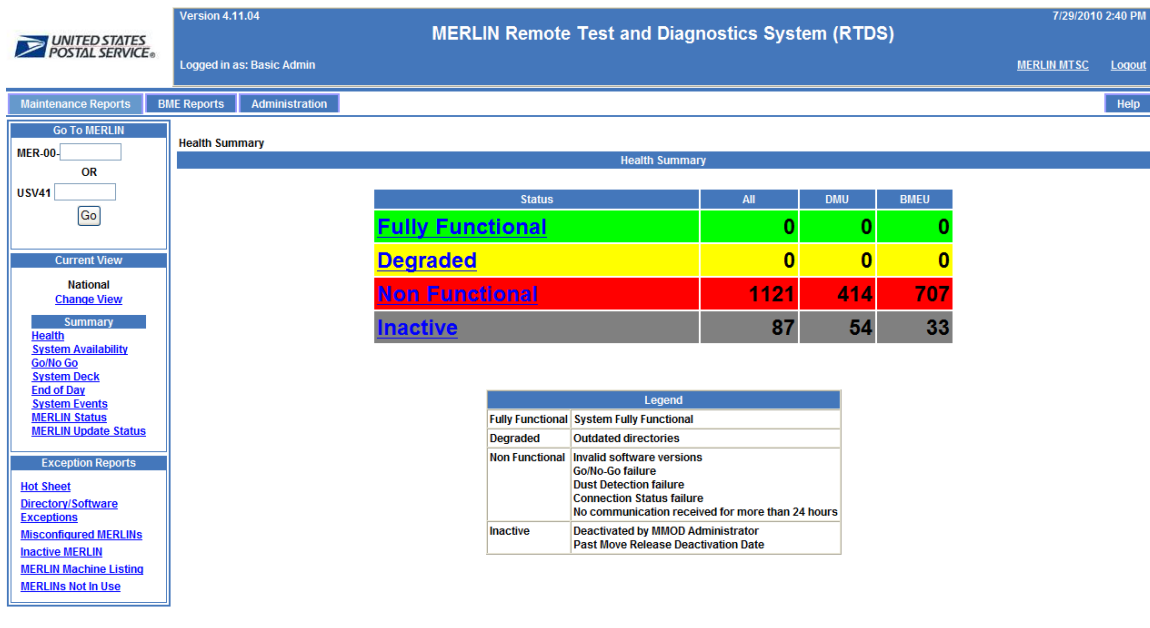


Figure 1-13. New MMOD Maintenance Menu

Figure 1-14 is a sample screen of the existing MMOD BME Reports Menu. The menu options deleted in this release are as follows and they are also highlighted in the sample screen.

1. BME Reports Menu
 - a. Weekly Mailing Summary Rollup
 - b. National Rollup
 - c. Mailing Rollup
 - d. Inoperable MERLIN Report
 - e. Incomplete Continuous Mailings
 - f. Exception Reports:
 - 1) Incomplete weekly Mailing
 - 2) Unresolved Mailing
 - 3) Inoperable MERLIN exception Report
 - g. Graphs
 - 1) Automation Rate Barcode
 - 2) Presort Verification
 - 3) Address Accuracy
 - 4) Barcode Errors
 - 5) Digit String Errors
 - 6) Presort Verification Errors

- 7) Overwrites
- 8) Mailings Tested Trend
- 9) Original Score vs. Appeal Score

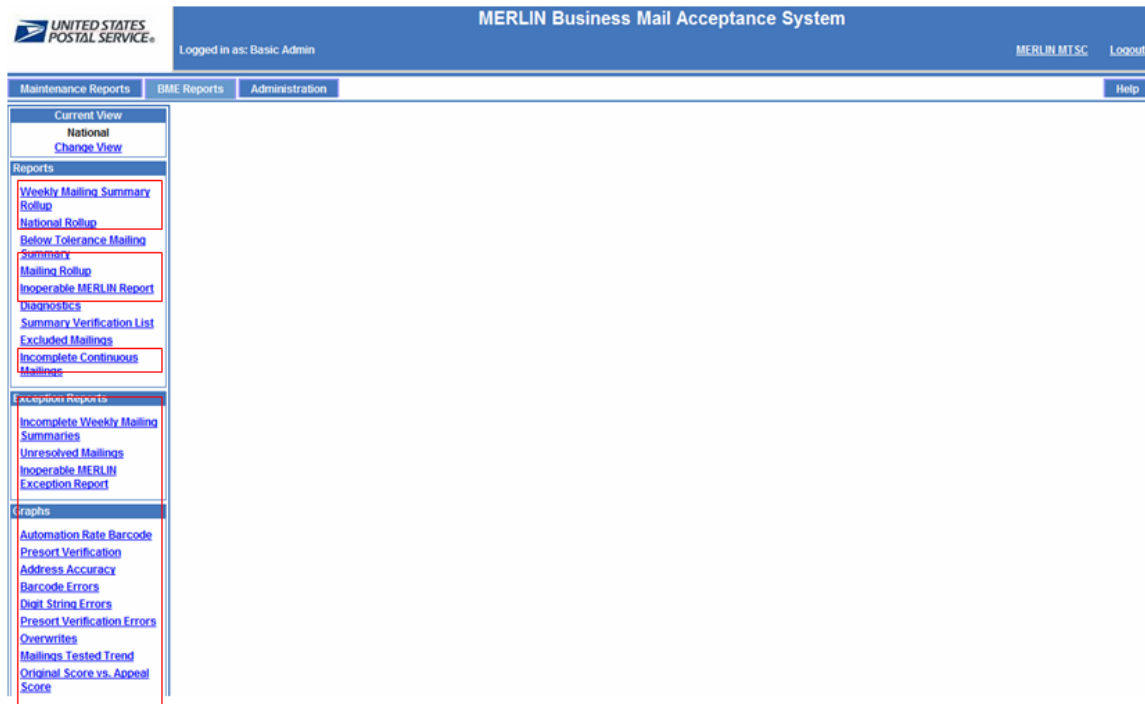


Figure 1-14. Current MMOD BME Reports Menu

Figure 1-15 is a sample screen of the new MMOD BME Reports Menu after the obsolete BME Reports menu options are deleted.



Figure 1-15. New MMOD BME Reports Menu

14.3.3. MMOD Login Page – New URL

The Uniform Resource Locator (URL) has been changed to reference the new MMOD servers at the Eagan Data Center. Table 1-3 contains the URLs for the four Eagan MMOD server environments.

Table 1-3. URL References for Eagan Data Center

EAGAN SERVER	URL
MMOD PROD	https://mmod.usps.gov:9443/merlinAdmin3Web/welcomeSSL.jsp
MMOD CAT	https://mmod-cat.usps.gov:9443/merlinAdmin3Web/welcomeSSL.jsp
MMOD SIT	https://mmod-sit.usps.gov:9443/merlinAdmin3Web/welcomeSSL.jsp
MMOD DEV	https://mmod-dev.usps.gov:9443/merlinAdmin3Web/welcomeSSL.jsp

Figure 1-16 is a sample MMOD login page for the MMOD PROD server at the Eagan Data Center using the new URL.

MERLIN Maintenance and Operations Database
Version 5.02.00

Login

Use your ACE user account information to login.

ACE Login ID:

ACE Password:

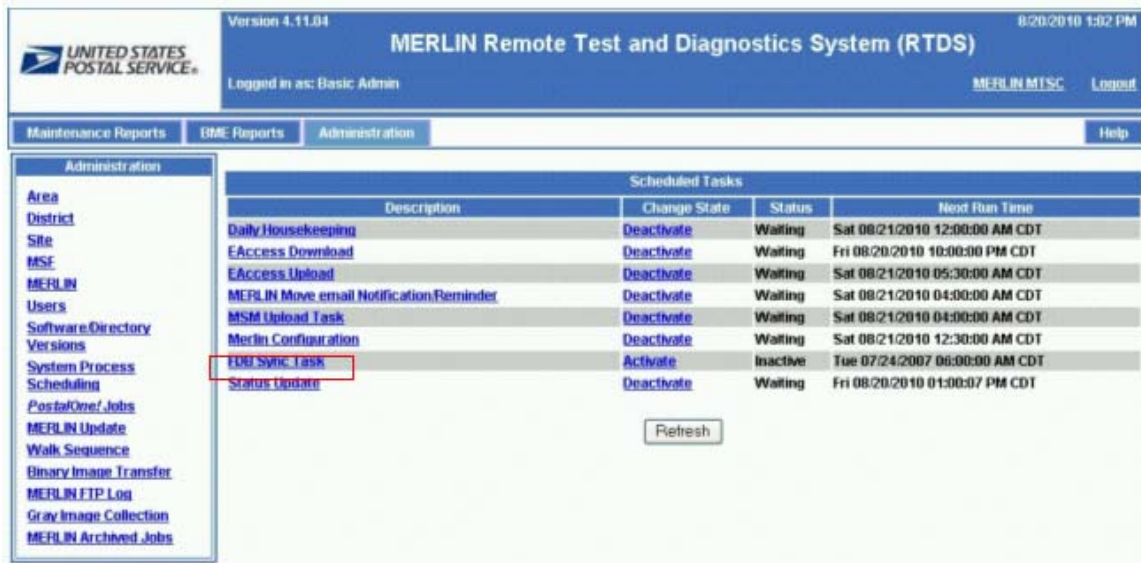
Note: Password is case sensitive

This is a U.S. Government Computer System and is intended for official use only. Unauthorized access is prohibited. All user activities are subject to monitoring in accordance with the United States Postal Service's policies to ensure compliance with government regulations and organizational policy. Copies of the Postal Service's policies on use of postal computers communications systems may be obtained from the system administrator or from the Postal Service's web site. YOU HAVE NO EXPECTATIONS OF PRIVACY USING THIS SYSTEM. Authorized employees have the right to examine active and stored e-mail and files within all systems. Others may inadvertently view your messages. Users are responsible for the images they cause to be displayed on, and the contents of, messages transmitted over Postal Service Communication Systems. All communications are to follow the proper business etiquette, avoid insensitive, hostile, or offensive subjects and language that would violate official Postal Service policies and regulations. The unauthorized release or use of organizational information is prohibited. Non-compliance with any of these conditions is grounds for disciplinary action up to and including removal or termination, as well as criminal prosecution. Report instances of suspected misuse to your supervisor or systems administrator.

Figure 1-16. Sample MMOD Login Web Page

14.3.4. System Process Scheduler – Remove Obsolete Task

MMOD no longer interfaces to the Facility Database (FDB) for the facility information. Instead MMOD exchanges MERLIN machine and facility information daily with PostalOne! using messages via MQ. The FDB Sync Task that currently resides in the System Process Scheduler as shown in Figure 1-17 is obsolete and it has been removed.



Version 4.11.04
 UNITED STATES POSTAL SERVICE®
 MERLIN Remote Test and Diagnostics System (RTDS)
 Logged in as: Basic Admin
 8/20/2010 1:02 PM
 MERLIN MISC Logout

Maintenance Reports BME Reports Administration Help

Administration

- Area
- District
- Site
- MSE
- MERLIN
- Users
- Software Directory
- Versions
- System Process
- Scheduling
- PostalOne! Jobs
- MERLIN Update
- Walk Sequence
- Binary Image Transfer
- MERLIN FTP Log
- Gray Image Collection
- MERLIN Archived Jobs

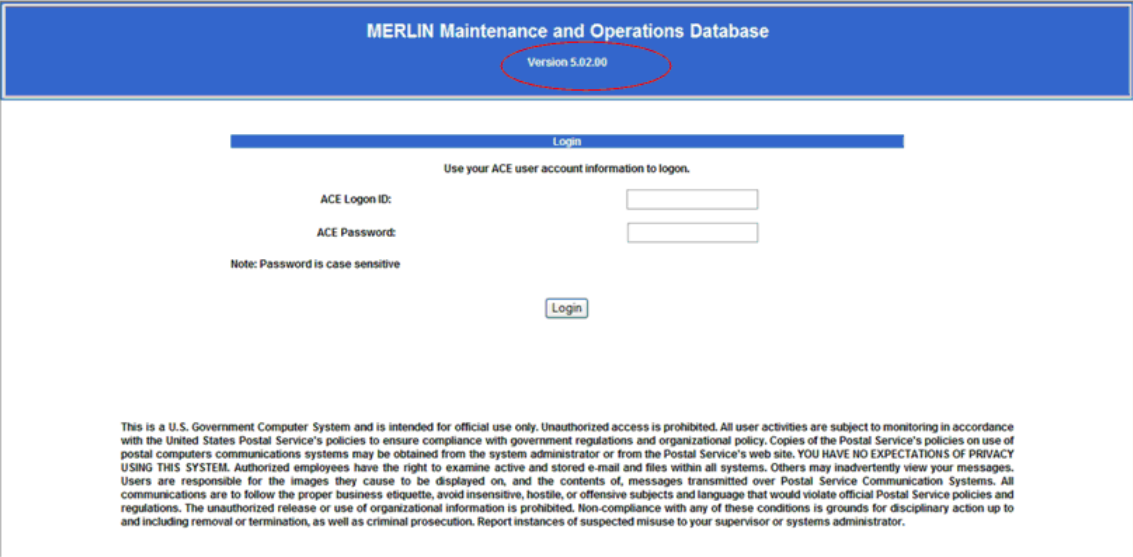
Scheduled Tasks			
Description	Change State	Status	Next Run Time
Daily Housekeeping	Deactivate	Waiting	Sat 08/21/2010 12:00:00 AM CDT
EAccess Download	Deactivate	Waiting	Fri 08/20/2010 10:00:00 PM CDT
EAccess Upload	Deactivate	Waiting	Sat 08/21/2010 05:30:00 AM CDT
MERLIN Move email Notification Reminder	Deactivate	Waiting	Sat 08/21/2010 04:00:00 AM CDT
MSM Upload Task	Deactivate	Waiting	Sat 08/21/2010 04:00:00 AM CDT
Merlin Configuration	Deactivate	Waiting	Sat 08/21/2010 12:30:00 AM CDT
FDB Sync Task	Activate	Inactive	Tue 07/24/2007 06:00:00 AM CDT
Status Update	Deactivate	Waiting	Fri 08/20/2010 01:00:07 PM CDT

Refresh

Figure 1-17. FDB Sync Task in System Process Scheduler

14.4. DISPLAY MMOD SOFTWARE VERSION INFORMATION IN LOGIN PAGE

MMOD software has been modified to display the software version string information in the Login Page as shown in Figure 1-18. This change allows all MMOD users the ability to view the MMOD software version information without having to log into MMOD.



The screenshot shows the 'MERLIN Maintenance and Operations Database' login page. At the top, a blue header bar contains the title 'MERLIN Maintenance and Operations Database' and the version 'Version 5.02.00', which is circled in red. Below the header is a 'Login' section with the instruction 'Use your ACE user account information to login.' It includes input fields for 'ACE Logon ID:' and 'ACE Password:', a note 'Note: Password is case sensitive', and a 'Login' button. At the bottom, there is a detailed disclaimer about the system being a U.S. Government Computer System.

Figure 1-18. Sample Login Screen with Software Version Information

14.5. MMOD MERLIN UPDATE STATUS REPORT

MMOD software has been modified to correctly display the latest package update status in the MERLIN Update Status Report (Pending, Successful or Failure) for the Download, Build and Installation process reported by MERLIN. The reported status information will be displayed in the Status field in the MERLIN Update Status Selected Package Report as shown in Figure 1-19.

Selected Package MERLIN Patch 06.08.00-01					
MERLIN	HostName	Area	District	Site	Status ▲
MER-00-0488	USV4110947	GL	Northern Illinois	Carol Stream Berlin Ind	Download Successful - 09/15/2010 08:10:31
MER-00-1155	USV41007CZ	WE	Salt Lake City	PRESORT ESSENTIALS	Installation Successful - 01/21/2011 01:16:53
MER-00-0453	USV41009PW	CM	Northern Virginia	Merrifield	Installation Successful - 06/08/2010 08:58:43
MER-00-0429	USV41003MR	CM	Northern Virginia	Merrifield	Installation Successful - 06/08/2010 11:39:45
MER-00-0288	usv4100999	CM	Capital	Suburban MD	Installation Successful - 06/08/2010 12:08:28
MER-00-0423	USV41003PX	CM	Capital	Suburban MD Prolist	Installation Successful - 06/08/2010 12:26:54
MER-00-0411	USV4100996	CM	Richmond	Fredericksburg VA Quad Direct	Installation Successful - 06/09/2010 07:44:35

Figure 1-19. Sample MERLIN Update Status Selected Package Report

14.6. REMOVE VIEW MERLIN

MMOD software has been modified to remove the View MERLIN option from the Maintenance tab as shown in Figure 1-20. The View MERLIN option is no longer available in MMOD. Note the “View MERLIN” option only appears in the Maintenance menu when a MERLIN unit is selected.

The screenshot shows the MMOD software interface. On the left is a navigation menu with options like 'Go To MERLIN', 'Current View', 'Return to Summary', 'Details', 'Health', 'System Configuration', 'End of Period', 'Go/No Go', 'System Deck', 'Scale Calibration', 'System Events', 'View MERLIN' (highlighted with a red box), and 'Location'. The main area displays the status of MERLIN unit MER-00-0710. It includes sections for Connectivity Status (CPA, CS, QEIM, IPA), System Test, Dust Detection, Go / No Go, Software (CPA, IPA, CS, QEIM), Directories (CPA, CPA Postal Tables, IPA), and Last Communications to Server (All Times Shown are Server Times (CST)).

Connectivity Status			
CPA	CS	QEIM	IPA
✓	✓	✓	✓

System Test	Dust Detection	Go / No Go
✓	✓	✓

Software			
CPA	IPA	CS	QEIM
✓	✓	✓	✓

Directories		
CPA	CPA Postal Tables	IPA
✓	✗	✗

Last Communications to Server All Times Shown are Server Times (CST)	
Last Communication	System Test
✗ 11/16/2011 02:02:29 PM	03/10/2009 05:59:16 PM
Go / No Go	Post Process
06/24/2011 10:42:38 AM	06/24/2011 10:55:12 AM
End of Day	Last Event
06/23/2011 04:26:05 PM	11/09/2011 02:26:22 PM
Scale Calibration	Configuration
10/21/2004 02:18:01 PM	10/05/2011 12:35:46 PM

Figure 1-20. View MERLIN

14.7. MERLIN UPDATE STATUS SELECTED COUNT

MMOD software has been modified to display the correct Selected Count in the MERLIN Update Status Report. The Selected Count value will match the number of Selected MERLIN units for a MERLIN package and it will always equal to the sum of “Unknown”, “Download”, “Build”, and “Installation” as shown in Figure 1-21.

MERLIN Software 07:06:00				
Software Status		All	DMU	BMEU
Selected		17	13	4
Unknown		0	0	0
Download	Success	0	0	0
	Failure	0	0	0
Build	Success	16	13	3
	Failure	0	0	0
Installation	Success	0	0	0
	Failure	1	0	1
	Pending	0	0	0

Figure 1-21. Sample MERLIN Update Status Report

14.8. MERLIN LIST MERLIN SERIAL NUMBER

MMOD software has been modified to check and only accept a valid 4 digit serial number entered after “MER-00” in the MERLIN Serial Number field of the Administration MERLIN web page. The valid 4 digit number must be in the range of “0000” to “9999” padded with leading zeros. MMOD will not accept an invalid MERLIN serial number and it will display an error message, “Invalid Serial Number: Please enter MERLIN serial number in MER-00-XXXX format, where X is any numeric digit between 0 to 9”, as shown in Figure 1-22.

The screenshot shows the MERLIN RTDS web interface. At the top, it says 'Version 5.02.00' and '1/18/2012 4:29 PM'. The user is logged in as 'Basic Admin'. The main content area displays an error message: 'Invalid Serial Number. Please enter MERLIN serial number in MER-00-XXXX format, where X is any numeric digit between 0 to 9.' Below the error message is a form for entering MERLIN details. The 'Serial Number' field contains 'MER-00-710'. Other fields include 'MAC Address' (000E7F261079), 'Host ID' (USV41003ST), 'Site' (Portland ME), 'Facility ID' (1443242), and 'MSF' (HQ ERD).

Figure 1-22. Sample Invalid MERLIN Serial Number Error Message

14.9. MOVE WALK SEQUENCE TASKS TO MMOD SCHEDULER

MMOD software has been modified to move the Walk Sequence Tasks from the Control-M scheduler to the MMOD System Process Scheduler. The Walk Sequence tasks will be executed in each assigned MMOD application server as configured. Eight Walk Sequence Tasks will be moved to the System Process Scheduler. Four of these tasks will be the Check Walk Sequence Task as shown in Figure 1-23. These tasks will periodically check the Walk Sequence Service and if necessary restart the service.

Description	Execute on the Server	Change State	Status	Next Run Time
Check Walk Sequence Service 1	eagnmnmp897.usps.gov	Deactivate	Waiting	Fri 02/10/2012 10:55:00 AM CST
Check Walk Sequence Service 2	eagnmnmp898.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Check Walk Sequence Service 3	eagnmnmp899.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Check Walk Sequence Service 4	eagnmnmp89a.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST

Figure 1-23. Sample Scheduler with Check Walk Sequence Service Tasks

The other four tasks will be the Stop Walk Sequence Task as shown in Figure 1-24. These tasks will stop the Walk Sequence Service daily at the scheduled time. Note the Walk Sequence Service will be restarted by the Check Walk Sequence Task.

Stop Walk Sequence Service 1	eagnmnmp897.usps.gov	Deactivate	Waiting	Sat 02/11/2012 02:30:00 AM CST
Stop Walk Sequence Service 2	eagnmnmp898.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Stop Walk Sequence Service 3	eagnmnmp899.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Stop Walk Sequence Service 4	eagnmnmp89a.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST

Figure 1-24. Sample Scheduler with Stop Walk Sequence Service Tasks

In order to support individual task running in different MMOD application servers in each MMOD environment, the System Process Scheduler will be modified to allow the MMOD Administrator to select the MMOD Environment and then assign each task to an MMOD application server. Figure 1-25 is a sample screen of the new System Process Scheduler web page.

Version 5.02.00
2/10/2012 11:16 AM
MERLIN.MTSC Logout

Logged in as: Basic Admin

Maintenance Reports BME Reports Administration Help

Administration

Area
District
Site
MSF
MERLIN
Users
Software/Directory
Versions
System Process
Scheduling
PostalOne! Jobs
MERLIN Update
Walk Sequence
Binary Image Transfer
MERLIN FTP Log
Gray Image Collection
MERLIN Archived Jobs

Current MMOD Environment: **PROD** Change

1) Select MMOD Environment by clicking "Change" button.
2) For each scheduler task below, select individual server from pull down list in "Execute on the Server".
3) Make sure the "Change State" shows "Deactivate" for the task to be active.

Description	Execute on the Server	Change State	Status	Next Run Time
Check Walk Sequence Service 1	eagmmmp097.usps.gov	Deactivate	Waiting	Fri 02/10/2012 10:55:00 AM CST
Check Walk Sequence Service 2	eagmmmp098.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Check Walk Sequence Service 3	eagmmmp099.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Check Walk Sequence Service 4	eagmmmp09a.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Daily Housekeeping	eagmmmp097.usps.gov	Deactivate	Waiting	Sat 02/11/2012 12:00:00 AM CST
Access Download (API)	eagmmmp097.usps.gov	Deactivate	Waiting	Fri 01/20/2012 10:00:00 PM CST
Access Upload (API)	eagmmmp097.usps.gov	Deactivate	Waiting	Wed 02/08/2012 05:30:00 AM CST
Generate Hot Sheet Report	eagmmmp097.usps.gov	Deactivate	Waiting	Sat 02/11/2012 06:00:00 AM CST
MERLIN Move email Notification Reminder	eagmmmp097.usps.gov	Deactivate	Waiting	Sat 01/21/2012 04:00:00 AM CST
MSM Upload Task	eagmmmp097.usps.gov	Deactivate	Waiting	Wed 02/01/2012 04:00:00 AM CST
Merlin Configuration	eagmmmp097.usps.gov	Deactivate	Waiting	Sat 02/11/2012 12:30:00 AM CST
Status Update	eagmmmp097.usps.gov	Deactivate	Waiting	Fri 02/10/2012 10:49:38 AM CST
Stop Walk Sequence Service 1	eagmmmp097.usps.gov	Deactivate	Waiting	Sat 02/11/2012 02:30:00 AM CST
Stop Walk Sequence Service 2	eagmmmp098.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Stop Walk Sequence Service 3	eagmmmp099.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Stop Walk Sequence Service 4	eagmmmp09a.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST

Figure 1-25. Sample Screen New System Process Scheduler Page

The MMOD environment can be changed by clicking on the "Change" button. A configuration screen as shown in Figure 1-26 will appear.

MMOD Environment

Current MMOD Environment: **PROD**

Email Recipient List:

Use a comma separated list of email accounts. Maximum field size 256 characters.

Save Cancel

Figure 1-26. Sample MMOD Environment Configuration Screen

MMOD Administrator will be able to select any one of the following available MMOD server environments from the pull down list:

- PROD
- CAT
- SIT
- DEV
- BH

In this configuration screen, MMOD Administrator will also be able to enter email addresses in the Email Recipient List. Email recipients will receive email notification for

MMOD software installation progress, application control (start / stop) and scheduler tasks activities / status when they occur.

For each scheduler task, the MMOD Administrator will be able to control it by:

- Disabling or selecting the MMOD application server to execute the task
- Activating or deactivating the task
- Configuring when to execute the task

To disable a task, the MMOD Administrator can select “Disable” from the “Execute on the Server” pull down list as shown in Figure 1-27. The scheduler will not execute a disabled task.

Scheduled Tasks	
Description	Execute on the Server
Check Walk Sequence Service 1	eagmnmmep897.usps.gov
Check Walk Sequence Service 2	Disable
Check Walk Sequence Service 3	eagmnmmep897.usps.gov
Check Walk Sequence Service 4	eagmnmmep898.usps.gov
	eagmnmmep899.usps.gov
	eagmnmmep89a.usps.gov

Figure 1-27. Sample “Execute on the Server” Pull Down List

Also shown in the pull down list in Figure 1-27 are the available MMOD application servers for the selected MMOD environment where the MMOD Administrator can select the server to execute the task.

To activate a task, the MMOD Administrator can click / toggle the “Deactivate / Activate” control in the “Change State” field as shown in Figure 1-28. Note the “Change State” field is a toggle option field. It shows the state to be toggled to, not the current status. The scheduler will only execute a task that is activated (shown as “Deactivated”) and not disabled.

Scheduled Tasks				
Description	Execute on the Server	Change State	Status	Next Run Time
Check Walk Sequence Service 1	eagmnmmep897.usps.gov	Deactivate	Waiting	Fri 02/10/2012 10:55:00 AM CST
Check Walk Sequence Service 2	eagmnmmep898.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Check Walk Sequence Service 3	eagmnmmep899.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Check Walk Sequence Service 4	eagmnmmep89a.usps.gov	Deactivate	Waiting	Thu 11/10/2011 11:00:00 AM CST
Daily Housekeeping	eagmnmmep897.usps.gov	Deactivate	Waiting	Sat 02/11/2012 12:00:00 AM CST
EAccess Download (API)	eagmnmmep897.usps.gov	Deactivate	Waiting	Fri 01/20/2012 10:00:00 PM CST

Figure 1-28. Sample Deactivate / Activate Control in the “Change State” field

Note the MMOD Administrator can also use the “Deactivate / Activate” control to unlock a Pending task. If a task is stuck in the Pending state, the MMOD Administrator should click to “Deactivate / Activate” control to unlock the task.

14.10. MMOD DATABASE TUNING CHANGES

The following MMOD changes have been made to improve the MMOD database performance:

- Application code changes to eliminate unnecessary duplicate calls to access data in the database
- SQL changes to optimize data retrieval and only retrieve valid / required data
- Database tables changes including adding indexes and setting Parallel Default to Parallel 1

14.11. UPDATE MMOD SCRIPT FILES

MMOD scripts including system support scripts, system control scripts, system scheduler task scripts and software installation scripts have been modified to correct issues such as world wide write permission and script syntax error that were identified during the previous MMOD test.

14.12. UPDATE MMOD CONFIGURATION FILES

MMOD configuration files including system configuration files and AFT configuration files have been modified to correct issues such as AFT client location and/or connection, database connection, MQ server connection and email server connection that were identified during the previous MMOD test.

14.13. UPDATE CONTROL-M SCHEDULER TASKS

The following Control-M scheduler tasks related to Walk Sequence services have been moved to the MMOD application scheduler in the Eagan MMOD PROD, CAT, SIT and DEV Environments:

1. Check Walk Sequence service and restart it if necessary
2. Stop Walk Sequence service daily at 2:03 AM

14.14. UPDATE DATA MIGRATION PLAN

The Data Migration Plan has been updated with changes to support the exporting and importing of the MMOD Database Snapshot from the existing ERD MMOD Database Server to the various Eagan Database Servers.

The updated document will include the additional steps required to ensure the DBA can verify the correct Validation Count before and after the MMOD Database Snapshot is obtained.

14.15. CAT AND PROD SECURITY SCAN

MMOD scripts including system support scripts, system control scripts and software installation scripts have been modified to correct issues such as world wide write permission and password that were identified during the Security Scan in the Eagan PROD and CAT Environments

14.16. BARCODE OVERWRITE

The MMOD software has been modified to correctly set the Barcode Overwrite (AnalysisOverrideUsed) flag in the VRM as shown in Figure 1-29.

ErrorInformation**PercentageErrors**

Type_of_Error	Percent_of_Error	AdditionalPostageDue	ErrorThreshold	AnalysisOverrideUsed
BARCODE	0	0.00	10	Y
PRESORT	0	0.00	5	Y

Figure 1-29. Barcode Overwrite Flag in VRM

The Barcode AnalysisOverrideUsed flag will be set to 'Y' if the MERLIN Operator overwrote the Barcode error. Otherwise, the AnalysisOverrideUsed flag will be set to 'N'.

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ATTACHMENT 2

MERLIN POST-INSTALLATION VERIFICATION PROCEDURE

1. VERIFICATION INSTRUCTIONS

The MERLIN software in this release will be automatically downloaded and installed into MERLIN units from MMOD. The MMOD Administrator will set up the download and installation effective dates, and select the appropriate MERLIN units to receive the new software. During the software download and installation process, no user interaction will be required. The entire software download and installation process takes approximately four hours and occurs overnight when the machine is not in use.

Verification of the automatic software installation process should be done by using the Post-Installation Verification Procedures in Section 2 of this Attachment. In the event that the software did not install automatically or manually, follow the directions in Section 4, Catastrophic Recovery Procedures, of this Attachment.

2. POST INSTALLATION VERIFICATION PROCEDURES

Post installation verification can be performed at the MERLIN after the MERLIN software is installed or using RTDS to verify the software status.

After completing a MERLIN software installation, a Go/No-Go Test and System Test should be performed to verify successful installation.

- Go/No-Go Test Deck (11 pieces), NSN 3915-05-000-6694.
- System Test Deck (420 pieces), NSN 3915-05-000-6693.
- Intelligent Mail Barcode Test Deck (50 piece), NSN 3915-08-000-4244

A total of 3 decks listed above are needed to complete the verification. The 50 Piece Intelligent Mail Barcode Test Deck is to be added to the 420 piece System Test Deck to make a 470 piece System Test Deck.

Refer to the MERLIN maintenance manual (MS-197, MERLIN Maintenance Series Handbook) for detailed description of all operational procedures.

1. Login as a MERLIN Maintenance (Level-2) user.
2. After successful login, the MERLIN application will start and the MERLIN Splash Screen should appear. Wait for the MERLIN software to complete its initialization. The status bar located at the bottom of the MERLIN Splash Screen will display "Press any key to continue...". The software version displayed should be 07.08.00-02. Press any key on the keyboard or touch the Liquid Crystal Display (LCD) / monitor to continue.
3. Run and pass a Go/No-Go Test and the 470 piece System Test Deck to verify successful installation and system performance.
4. Logoff MERLIN.

3. MANUAL INSTALLATION OF MERLIN MPC SOFTWARE

Do not contact MTSC to open a ticket or fill out an ERD software problem report ((SPR) TeamTrack) form. If MERLIN 07.08.00-02 has not been installed after noon on Sunday 04/15/12, then send an e-mail with the MERLIN serial number (MER-00-xxxx) in the subject line to Todd.J.Green@usps.gov and Jane.McDonald@usps.gov.

If there are connectivity issues after noon on Monday the 16th, send an e-mail with a description of the problem along with the MERLIN serial number and operator, addressed again to Todd.J.Green@usps.gov and Jane.McDonald@usps.gov.

4. CATASTROPHIC RECOVERY PROCEDURES

MTSC will authorize a hard drive disk (HDD) replacement once it is determined that ERD cannot install the software remotely.

ATTACHMENT 3**RELEASE EVALUATION FORM****INSTRUCTIONS FOR USING ON-LINE
EVALUATION FORM****USPS Engineering Customers:**

After completing the installation of a new USPS Engineering software release, fill out the online Engineering Release Evaluation form. Evaluation of the software, documentation, and release activities determines whether the release process satisfies the needs of our customers. Access the Engineering Release Evaluation form at:

<http://web.eng.usps.gov/fed/forms/interim/REF/ref.cfm>

or go to the Engineering web page at

<http://web.eng.usps.gov>

and choose Forms. Select Release Evaluation Form (REF).

Efforts by Field Personnel to help Engineering improve its software development processes and products, and better serve our customers are appreciated.