To: All SEVIS Users
Date: January 12, 2012
Re: SEVIS Performance Issues
Number: 1201-01

Comments

To comment on this Broadcast Message, please e-mail SEVP@dhs.gov with "Broadcast Message 1201-01 – Comment" entered in the subject line.

Background Information

The Student and Exchange Visitor Program (SEVP) Office has received reports of problems with SEVIS performance which include the following:

- Failures of Batch uploads and downloads

- Timeouts of Batch uploads and downloads

- Users being unexpectedly disconnected from the application

This communication is being sent to notify all users that SEVP, in coordination with the U.S. Immigration and Customs Enforcement Office of the Chief Information Officer, is in the process of determining the cause of and fix for these issues. As of this time, the estimated turnaround time is not yet available but will be communicated once known.

If you are experiencing any of these identified problems, please report them to the SEVIS Help Desk so that we can diagnose and properly assess the impact to the user community. The SEVIS Help Desk can be reached between 8:00 a.m. and 8:00 p.m. ET either via phone at 800-892-4829 or via e-mail at SEVIShelpdesk@hp.com.