

# Issue Reporting Form for SWIM NESG(Operational) Users

<p><i><b>This form is intended for NESG users only.</b></i></p> <p><i><b>For SWIM FNTB/RnD issues, please use the FNTB reporting form available on the SWIFT portal or contact: <a href="mailto:9-ajo-swim-fntb-support@faa.gov">9-ajo-swim-fntb-support@faa.gov</a>.</b></i></p>	
<b>Name of Company or Organization reporting the issue and primary POC:</b>	
<b>Connection to the FAA.</b> <ul style="list-style-type: none"> <li>Are you connected to NESG or SCDS? If applicable, please describe any details of this connection.</li> <li>Do you maintain the networking/client equipment or is there a 3<sup>rd</sup> party involved.</li> </ul>	
<b>Please provide connection details:</b> <ul style="list-style-type: none"> <li>Connection ID (FTIH-L7-xxxxx)</li> <li>ER Number (ER-xxxxx)</li> <li>NEMS Topic Name</li> </ul>	
<b>What SWIM Service are you having an issue with?</b> <ul style="list-style-type: none"> <li>TFMS</li> <li>NAIMES FNS (NOTAMS)</li> <li>STDDS</li> <li>Other</li> </ul>	
<b>Which site are you attempting to connect?</b> <ul style="list-style-type: none"> <li>ACY</li> <li>OEX</li> <li>ATL</li> <li>SLC</li> </ul>	
<b>Please describe the issue in detail.</b> <ul style="list-style-type: none"> <li>When did it initially occur?</li> <li>Is it still occurring?</li> <li>What specifically is or is not happening?</li> <li>Are you missing all data or specific subset of data?</li> <li>Have you switched to an alternate connection site, did it resolve the issue?</li> <li>If the issue is latency, does it happen for all messages or just some?</li> </ul>	

# Issue Reporting Form for SWIM NESG(Operational) Users

*This form is intended for NESG users only.*

*For SWIM FNTB/RnD issues, please use the FNTB reporting form available on the SWIFT portal*

*or contact: [9-ajo-swim-fntb-support@faa.gov](mailto:9-ajo-swim-fntb-support@faa.gov)*

Please provide error messages encountered (if any)

Are there any logs that you can share?

Have you performed the following internal checks?

- Have you verified/reset your VPN Connection?
- Have you restarted your client?
- Have you verified connectivity to a 3<sup>rd</sup> party vendor (if applicable)
- Are you pointing to the correct queue/topic?
- Please describe any other details on what has been done recently that could impact the service such as: any recent changes or modifications, new data types, network/client updates, software changes

**Please conduct these internal checks prior to submitting the form.**

**[To be completed by SECC/NASEO representative]**

After issue resolution, please document root cause and solution.

JIRA/RMLS Ticket # (if needed)