

Reprocessing: During reprocessing, the FAFSA Processing System (FPS) identifies FAFSAs with incorrect data, corrects the most recent transaction, and then processes the record, creating a new transaction. This transaction has indicators to identify it has been reprocessed (see Technical FAQ, “How can I tell an ISIR has been reprocessed?” below) along with the primary reason why the record was reprocessed.

- “Reprocessing Reason Code (ISIR Field 572)” has been appended to relevant issues. This two-digit code corresponds to the codes found in Field 572 on reprocessed ISIRs, and the code allows for cross-referencing reprocessing reasons with the known issues in this document.

(Updated) All currently assigned codes are also listed in the following chart for easy reference:

Code	Description
02	Pell eligibility and Pell Grant Eligibility Flag
03	Comments Codes related to a few FPS edits not set correctly
04	No SAI on non-rejected ISIRs
05	Blank “Student Contributions from Assets” (SCA) leading to miscalculated SAIs
06	Updated FTI IRS data
07	Correct Federal School Code (FSC) order

- “Reprocessing ID (UUID lists)” has been appended to relevant issues. These IDs correspond to the IDs found in the columns of the school- and state-specific UUID lists that have been distributed to schools via their FTI-SAIG mailboxes. Please note these IDs only appear on the school- and state-specific UUID lists that are distributed via the FTI-SAIG mailbox and not on any ISIRs.

Purpose of this document: To gather and respond to frequently asked questions about production ISIRs for the 2024-25 FAFSA year. The U.S. Department of Education (the Department) will update this regularly in April 2024 as it continues to receive and respond to questions from partners.

The primary audience for this document is technical users at post-secondary institutions and partners developing systems.

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Known Issues

Last updated: 5/1/2024

Open Issues

Comment Code 147 sometimes appears erroneously on ISIRs that have a Minimum Pell Indicator set. (New)

Status: Open (Added 5/1/24)

Description: On some production ISIRs, Comment Code 147, which indicates that a student is not eligible for a Federal Pell Grant, is present even though a non-blank value (1-5) is present in the Minimum Pell Indicator (field 23) field. The comment code should not be present in this case.

Resolution (in-progress): FSA is working to correct this issue.

TEACH Grant data incorrectly populating some ISIR fields intended for Pell Grant data

Status: Open (Added 4/25/24)

Description: On some production ISIRs, TEACH Grant data is being populated in ISIR fields 643-677, which are intended for Pell Grant data.

Resolution (in-progress): FSA is working to correct this issue.

"Signature Source" fields on the ISIR are sometimes populated even though the transaction was processed without a signature

Status: Open (Added 4/25/24)

Description: In instances where a signature is cleared from an ISIR, the "Signature Source" (Fields 288-291) fields are sometimes not cleared. This may give an incorrect impression that the ISIR was signed even though Comment and Reject Codes indicating a signature is missing is present on the ISIR.

Resolution (in-progress): This issue is under investigation.

Some ISIRs with 02 or higher transaction numbers are selected for verification but are missing a verification tracking group.

Status: Open (Added 4/x/24)

Description: Several schools have reported receiving ISIRS with a Transaction Number (field 5) of "02" or higher, a "Y" in Student is Selected for Verification (field 297), but a blank Verification Tracking Flag (field 296). In this scenario, The Verification Tracking Flag is expected to be "V1", "V4", or "V5", and not blank.

Resolution (in-progress): This issue is under investigation.

Comment Codes related to Pell Lifetime Eligibility Used (LEU) are sometimes missing from ISIRs

Status: Open (Added 4/25/24)

Description: Several schools have reported that ISIRs are missing Comment Codes related to the Pell Lifetime Eligibility Used (Comment Codes 264-274) despite cases where it seems these codes should be present.

Resolution (In-Progress): This issue is under investigation.

Federal tax information (FTI) is missing from some non-rejected ISIRs where FTI consent has been provided.

Status: Open (Added 4/8/24)

Description: There are cases where a production ISIR is not a reject, contributors have provided consent to retrieve and disclose FTI from the IRS, there is not manual tax data, and yet the FTI data and SAI is missing without expected flags and errors on the ISIR.

Resolution (in-progress): This issue was formerly incorrectly labeled as “resolved”; it is still currently under investigation.

Reprocessing ID (UUID lists): FPS_BlankSAI_02

Comments Codes related to a few FPS edits may not be set correctly on a small number of 2024-25 ISIRs.

Status: Open (Updated 4/17/2024)

Description: There are a small number of ISIRs that may be missing some Comment Codes based on a few FPS edits that may need adjustment.

Resolution: Further information about this issue has changed the resolution from “resolved” to “open”; it is still currently under investigation.

Reprocessing Reason Code (ISIR Field 572): 03

Reprocessing ID (UUID lists): FPS_NSLDS_01

Resolved Issues

Inconsistent tax data transferred via FA-DDX or manually entered on the FAFSA. (Updated)

Status: Resolved 4/29/24

Description: The Department has worked closely with the IRS to assess the reports concerning inconsistent tax data sent to schools on ISIRs for 2024-25 FAFSA applications. Together, the Department and the IRS identified three issues that impact a subset of FAFSA forms. The first and second issues may occur for a subset of applicants and their contributors who successfully have federal tax information (FTI) transferred via the IRS FUTURE Act Direct Data Exchange (FA-DDX). The third issue impacts a subset of applicants and their contributors who were required to manually enter their income and tax information. Across these three issues, the Department and IRS estimate that approximately 5% of previously submitted FAFSA applications need to be reprocessed because the errors would result in decreased financial aid eligibility for students if unresolved. In total, more than 80% of FAFSAs are unaffected by these three tax issues:

1. **Education Tax Credits:** Data for education tax credits transferred prior to March 30, 2024 are inconsistent. The IRS has updated the FA-DDX to include the actual reported amounts of education tax credits for applications submitted moving forward.
2. **Amended and Updated Tax Returns:** In cases in which taxpayer information is updated through an amended tax return, the most recent adjusted gross income (AGI) and filing status is mixed with original values for other tax return elements, leading to inconsistent tax data.
3. For manually entered tax information, written instructions for manually entering education tax credits and income taxes paid are inconsistent with the data transferred from the IRS. The Department believes that these issues affect a very small number of FAFSAs.

Learn more about these issues, resolutions, and guidance to institutions through the Department's electronic announcement, [Update on Tax Data Received from the FA-DDX and Manually Entered Information](#).

Update 4/10/24: The Department also found a very small number of ISIRs with some **other mismatched data**, mostly with the Schedule H indicator. Most institutions will not see any ISIRs with this issue, and any ISIRs that are impacted will be reprocessed.

Resolution: As outlined in the Department's electronic announcement, [2024-25 FAFSA Update: Reprocessing of IRS FA-DDX Data Known Issues](#), the Department has completed reprocessing FAFSA forms impacted by known issues with the IRS FA-DDX and has delivered the subsequent ISIR

transactions to states and schools. **Note:** if reprocessing a FAFSA record would not result in an updated ISIR, we have not reprocessed that record or sent a subsequent transaction.

Reprocessing Reason Code (ISIR Field 572): 06

Reprocessing IDs (UUID lists): These issues can impact the student and their contributors so the school- and state-specific UUID lists list each issue four times and start with a prefix for the impacted party, e.g., Student_IRS_EDCredit_01 or Parent_Spouse_IRS_Mismatch_01.

1. IRS_EdCredit_01
2. IRS_AGI_FilingStatus_01
3. IRS_Mismatch_01

The “Student Contribution from Assets (SCA)” (field 328) is sometimes blank on ISIRs even though the student has assets and SCA is correctly included when calculating the SAI.

Status: Resolved 4/17/24

Description: The SAI is correctly calculated, but the SCA field is not expected to be blank.

Resolution (in-progress): SCA values are now properly populated on the ISIR. Mitigation efforts for ISIRs already delivered are currently under consideration.

For state agencies, the school codes (Fields 108-127) are not listed in the order the student entered them on the FAFSA. (Updated)

Status: Resolved 4/14/24

Description: Students enter schools in priority order on the FAFSA, which states may use as part of their determination and packaging of state financial aid. ISIRs, however, were initially listing them in descending numerical order.

Resolution (in-progress): A fix to display school codes in the order entered by the student has been implemented. All affected ISIRs will be reprocessed with school codes listed in the order as entered by the student. Schools and state agencies will receive a subsequent ISIR transaction for each reprocessed record, though this change is only visible to state agencies.

Reprocessing Reason Code (ISIR Field 572): 07

The SAI field is blank on some production ISIRs that do not contain reject codes.

Status: Resolved 4/8/24

Description: If a processed ISIR contains no reject codes, then the SAI field should never be blank.

Resolution: Affected ISIRs have been reprocessed. Schools and state agencies will receive a subsequent ISIR transaction for each reprocessed record.

Reprocessing Reason Code (ISIR Field 572): 04

Reprocessing ID (UUID lists): FPS_BlankSAI_01

Redundant comments for students who indicated they were unaccompanied and homeless or self-reported as being at risk of being homeless.

Status: Resolved 4/8/24

Description: These students should only receive comment 325 on their ISIR, but their ISIRs currently include comment codes 003 and 325.

Resolution: The Department will refine FPS to only trigger comment 325. The Department does not expect to reprocess ISIRs only affected by this issue.

Pell Grant Eligibility Flag was incorrectly set to Y on ISIRs without an SAI.

Status: Resolved 4/1/2024

Description: The Pell Grant Eligibility Flag (field 571) should not be set to Y on rejected records. This issue impacted less than 1% of records.

Resolution: Affected ISIRs have been reprocessed. Schools and state agencies will receive a subsequent ISIR transaction for each reprocessed record.

Reprocessing Reason Code (ISIR Field 572): 02

Reprocessing ID (UUID lists): FPS_PellFlag_01

Dependent students with assets may have blank “Student Contribution from Assets” (SCA) values on production ISIRs, resulting in miscalculated SAIs.

Status: Resolved 3/22/24

Description: The FAFSA® Processing System (FPS) was not including all data fields needed to correctly calculate the Student Aid Index (SAI) for dependent students who reported assets. FPS used the student’s Adjusted Net Worth of Businesses and/or Investment Farms to calculate the Student Contribution from Assets (ISIR field 328) and should have also included the student’s Current Net Worth of Investments and Total of Cash, Savings, and Checking Accounts. This resulted in an SAI that was lower than expected and an inaccurate total Student Contribution from Assets value.

Workaround: Schools and states can recalculate the SAI to develop a tentative aid package for an affected student without waiting to receive a reprocessed ISIR. Though the SAI is miscalculated, recalculating the SAI using the fields in the ISIR will result in a correct SAI.

Resolution: Affected ISIRs have been reprocessed. Schools and state agencies will receive a subsequent ISIR transaction for each reprocessed record. Schools and states have the ability to use their judgment to rely on the original ISIR sent—not the reprocessed record—if the original ISIR results in greater financial aid eligibility for students.

Reprocessing Reason Code (ISIR Field 572): 05

Reprocessing ID (UUID lists): FPS_SCA_01

Comment Codes (Field 568, Position 3889-3948) are sometimes blank on production ISIRs.

Status: Resolved 3/22/24

Description: Every ISIR should have at least 1 comment code (Reject, Pell Eligible, or Pell Ineligible). Note: Comment Code 001, "What To Do Next," is not added to any 2024-25 ISIRs and will be removed from the *2024-25 FAFSA Specifications Guide, Volume 7* in the future.

Resolution: The ISIR will now contain at least one comment code. The Department does not expect to reprocess ISIRs only affected by this issue.

Students whose U.S. citizenship is not confirmed by the Social Security Administration show Comment Code 146 instead of 018.

Status: Resolved 3/22/24

Description: The Social Security Administration (SSA) confirms students' citizenship status. If SSA cannot confirm that the student is a U.S. citizen, a C Flag is presented, requiring a resolution. In these instances, 018 is the correct Comment Code, but Comment Code 146 is currently erroneously displayed.

Workaround: FAAs can independently verify a student's citizenship status.

Resolution: The proper Comment Code is now applied. The Department does not expect to reprocess ISIRs only affected by this issue.

Unexpected "N/A" appears in NSLDS fields on production ISIRs.

Status: Resolved

Description: Some data fields received from NSLDS on the ISIR have "N/A" as a text value in numeric fields. This is an unexpected value according to the current layout specification.

Resolution: The Department has updated the ISIR record layout, as found in the [2024-25 FAFSA Specifications Guide Volume 4 – Record Layouts and Processing Codes](#), to include "N/A" as a valid value in the NSLDS Pell SAI fields (fields 645, 657, 669), the TEACH Grant Discharge Amount fields (fields 690, 704, 718), and the TEACH Grant Adjusted Disbursement fields (fields 691, 705, 719). The Department does not expect to reprocess ISIRs only affected by this issue.

Pell Grant Eligibility Flag is incorrectly blank for some students.

Status: Resolved

Description: The Pell Grant Eligibility Flag (field 571) was incorrectly blank for some students. FPS should have set the Pell flag to Y but left it blank for some students whose SAI calculation changed from the initial calculation performed when submitting the FAFSA to the more recent calculation that adjusts for inflation.

Resolution: Affected ISIRs have been reprocessed. Schools and state agencies will receive a subsequent ISIR transaction for each reprocessed record.

Reprocessing Reason Code (ISIR Field 572): 02

Reprocessing ID (UUID lists): FPS_PellFlag_02

Comment Code 152 sometimes appears erroneously on ISIRs.

Status: Resolved

Previous Description: Comment Code 152 ("It may be too late for you to submit corrections to your FAFSA form...") is sometimes appearing in Comment Codes (Field 568, Position 3889-3948) on 2024-25 production ISIRs even though there is still plenty of time before the deadline to submit corrections.

Resolution: This issue was present on some of the early batches of production ISIRs, but it is no longer an issue. The Department does not expect to reprocess ISIRs only affected by this issue.

Technical FAQ

Production ISIRs

How can I tell an ISIR has been reprocessed?

The following fields on an ISIR can help you identify a reprocessed transaction along with the primary reason for the reprocessing:

- **Field 9:** The "Transaction Source" will be set to "5" to indicate FPS as the source of the transaction.

- **Field 16:** The “FPS Correction Reason” will be set to “P” to indicate Reprocessing.
- **Field 572:** The “Reprocessed Reason Code” will be a two-digit code that matches one of the Known Issues in this document. These codes are listed in a chart at the top of this document and also under each relevant issue.

What happens if an ISIR is scheduled for reprocessing and a student submits a correction before the scheduled reprocessing?

A student or contributor correction initiates reprocessing of that student’s ISIR, which will fix most additional known issues with that ISIR. Prior to any subsequent scheduled reprocessing, the system checks and does not proceed with an additional reprocessing if there are no outstanding issues.

As of April 11: If a student makes a correction, the corrected ISIR will include fixes for any FPS issues that the department listed in the reprocessing list (i.e., reprocessing reason codes 02-05 at the top of this document). Once the FTI/FA-DDX tax data issues are fixed, a student’s correction will pull in the corrected FTI—those fixes haven’t yet been fully implemented.

Why do I see Comment Codes 283 and 284 on ISIRs, and what do they mean?

Comment Codes 283 and 284 appear on some ISIRs and have no Comment Text. A recent update to the [2024-25 FAFSA Specifications Guide Volume 7 – Comment Codes](#) added a “Reason for Comment” to clarify the purpose of these two Comment Codes.

How is family size calculated and displayed on the 2024-25 ISIRs?

This is summary response and not a replacement for technical documents that provide further detail on this topic:

- [2024-25 Student Aid Index \(SAI\) and Pell Grant Eligibility Guide](#)

“Family size” has replaced “household size” when calculating a student’s Student Aid Index (SAI). There are some important differences between how family size appears on an ISIR versus how household size appeared. Notably, family size can appear in multiple places throughout the ISIR – there is not one location in the ISIR file that always contains family size. Family size fields are laid out in this way due to the introduction of Financial Tax Information (FTI) and the direct connection with the IRS.

We know that a clear understanding of how family size works is critical for post-secondary institutions and partners, both for use in calculating SAI and Pell Grant eligibility, as well as in post-calculation scenarios such as verification and discussing federal student aid with families.

A high-level orientation to family size on the 2024-2025 ISIR is provided here, please see the technical specification for the full details.

If the student and their family are a “non-filer” (e.g., no taxes were filed), there is no family size information on the ISIR.

There are three potential locations for family size on the ISIR. Multiple potential locations exist because these fields are populated or not populated based on whether an applicant self-reported financial information (example 1 below) or used the IRS integration to consent to pull in FTI (examples 2 or 3 below) Look for family size in the following locations and in this order:

1. Use the self-reported **Updated Student Family Size** (field 61) or **Updated Parent Family Size** (field 183), unless blank.
2. Use the **Assumed Student Family Size** (field 329) or **Assumed Parent Family Size** (field 330), unless blank.
3. If the fields described in 1. and 2. are blank, then find the family size by calculating the sum of the number of **Exemptions** found in the fields 865, 885, 905, and 925. Use zero for any blank Exemption fields.

Only one of these three is used to calculate the SAI per record. If a record has more than one of these populated, then the first value found of these three locations is the family size used to calculate SAI. For example, if there is a value in both 1 and 2 above, then only the value in 1 applies.

Why is “FISAP total income” (field 946) sometimes blank on the 2024-25 ISIRs?

“FISAP total income” is considered an intermediate value as it is the total of Total Parent Income and/or Total Student Income and only available if calculated in Step 2: Calculate Student Aid Index in the [2024-25 Student Aid Index \(SAI\) and Pell Grant Eligibility Guide](#).

Intermediate values are not always returned on the ISIR. This is clarified on page 4 of the updated [2024-25 Student Aid Index \(SAI\) and Pell Grant Eligibility Guide](#) in the section “SAI for Maximum Pell Grant Recipients.”

One quick way to know if you should expect “FISAP total income” is to look at “SAI Computation Type” (field 21) on the ISIR. If that field is populated, then intermediate values – including “FISAP total income” – will not be populated on the ISIR.

Alternately, look at “SAI Formula” (field 20):

- If this field is populated with “A”, “B”, or “C”, then “FISAP total income” should be populated.
- If this field is null or blank, then “FISAP total income” will be blank.

Read the [“Why are there sometimes blanks and zeroes in Pell and SAI calculations?”](#) FAQ later in this document to learn more about why the SAI Formula may sometimes be left blank.

FSA expects that additional guidance for completing future FISAP forms will be posted to the Knowledge Center according to the Department’s normal publication cycles.

Why did I receive multiple ISIRs for the same student?

Having multiple records for the same student appears to be an import error. Check each ISIR record to ensure it shares the same FPS universally unique identifier (UIID) and information. If it does, you can safely ignore the duplicates.

We received ISIRs with school code “000000.” Are these valid?

State Granting Agencies may receive ISIRs from students who have selected a school that became inactive before FPS processed the application. Because the Department replaces the school code with “000000” when the school becomes inactive, and when there is no cross-reference to a new school, the inactive school on the student’s ISIR will be zeroed. This is consistent with how CPS handled similar situations in prior years.

Why is Comment Code 001 missing from the production ISIRs?

Comment Code 001, "What To Do Next," is not added to any 2024-25 ISIRs and will be removed from the *2024-25 FAFSA Specifications Guide, Volume 7* in the future.

What does “Use User Provided Data Only” (field 581) mean? Should we expect to see it on student ISIRs?

Currently, FPS does not use field 581, and a student’s first ISIR transaction will always have a blank value in field 581. In the future, after the Department has implemented corrections, the value can be changed to direct FPS to process using user-provided data only.

For 2024-25 SAI calculations, FPS maintains all self-reported (or manual) values to accommodate cases where IRS data should be ignored (or replaced) completely. Self-reported tax data **always** trumps IRS data if provided on an SAI calculation. Please review Appendix H in the *Pell Eligibility and SAI Guide* for more details around this rule.

Why are there sometimes blanks and zeroes in Pell and SAI calculations? Is this expected?

This is summary response and not a replacement for technical documents that provide further detail on this topic:

- **2024-25 Student Aid Index (SAI) and Pell Grant Eligibility Guide**, which provides detailed information on the calculation of the SAI.
- **2024-25 Federal Student Aid Handbook, Application and Verification Guide**, Chapter 3.

The SAI and Pell Eligibility determinations are interconnected, which can lead to a handful of cases where the underlying calculation may not be immediately apparent when reviewing an ISIR. We know that a clear understanding of how SAI and Pell Eligibility are calculated and displayed is critical for

post-secondary institutions and partners. We have summarized two use cases in response to commonly asked questions about the ISIR here:

Common Use Case 1: Why is there no SAI Formula on some ISIRs with a –1,500 SAI?

The first step in our needs analysis is determining if a student is eligible for a maximum Pell Grant award. Applicants who did not file taxes are assigned an SAI of -1,500; no further calculation is needed. Cases include:

- A dependent student whose parents are not required to file a federal income tax return
- An independent student (and spouse, if applicable) who is not required to file a federal income tax return

In these cases, you will receive an ISIR that does not specify the formula used to calculate the SAI, field 20. The field is intentionally left blank because neither formulas A, B, nor C were used to arrive at the -1,500 SAI. When this happens, field 21 will be populated with the SAI computation type.

Common Use Case 2: When does the SAI use a “lesser of” two values and how does that impact ISIRs?

If a student and any of their contributors file taxes and are still eligible for a maximum Pell Grant award, they are either assigned an SAI equal to 0 or a calculated SAI – whichever is less. This “lesser of” logic applies to maximum Pell indicators 2 and 3 listed in the *2024-25 Student Aid Index (SAI) and Pell Grant Eligibility Guide*.

How to spot if the Department is using the “lesser of” logic when reading an ISIR:

- The SAI Computation Type is either 3, 4, 7, or 8.

If the calculated SAI is less than 0, the student’s ISIR will display:

- A negative SAI value;
- The formula used to calculate the SAI (A, B, or C); or
- The intermediate values from the calculation.

If the calculated SAI is greater than 0, the calculated SAI is discarded. The student’s ISIR will display:

- An SAI of 0;
- The formula is left blank; and
- The intermediate values are zeroed.

Will ISIRs include a full middle name? I’ve only received ISIRs that contain a middle initial.

For the 2024-25 award year, the middle name field (ISIR field 7) will only contain a middle initial. While the middle initial field can accommodate up to 15 characters, the FSA ID system currently only accommodates a middle initial.

How old must a student be to be considered independent?

The student is considered independent if born before January 1, 2001. This means the Department considers students independent if they turn 24 by December 31, 2024, which is consistent with the logic from prior award years.

We received ISIRs with FC (foreign country) listed for the High School State field (Field 72). The specs do not list FC as a valid code, so is there a problem with the ISIRs?

No. The Department updated Table 4-4: State Codes in [2024-25 FAFSA Specifications Guide Volume 4 – Record Layouts and Processing Codes](#) to list “FC” as a valid value for High School State (ISIR Field 72).

NSLDS Lifetime Eligibility Used (LEU, field 638) isn’t showing a value as expected. How should I resolve LEU and Unusual Enrollment History (UEH) flags?

A student’s Federal Pell Grant history is pulled from the National Student Loan Data System (NSLDS). Detailed grant data will only be available once NSLDS starts processing 2024-25 grants. Despite the last three Pell Grant award sequences not being reflected on the ISIR, Pell Lifetime Eligibility Used (LEU) and Unusual Enrollment History (UEH) flags are still triggering correctly on the ISIR. Schools should continue to review and resolve these flags to ensure students are packaged correctly. Schools should continue to use NSLDS online and NSLDS Transfer Student Monitoring (TSM) to obtain a student’s most current financial aid history when needed.

What will happen if I submit an EDE correction file to the SAIG mailbox before the Department starts processing institutional corrections?

As outlined in the “FAA Electronic Corrections” section of [2024-25 FAFSA Specifications Guide Volume 3 – Electronic Data Exchange and FAFSA Processing](#), EDE correction files sent to the SAIG mailbox before the Department is ready to process them will not be extracted until the Department is ready, and any files submitted early may be removed prior to reprocessing. We will publish information about institutional corrections once available.

Department tools used to access ISIRs

How do I install EDconnect 8.6.1?

If you've used EDconnect in the past, you can follow the most commonly used steps as found in the [EDconnect 8.6.1 Plain Language Installation Guide](#). You can also watch the [EDconnect 8.6.1 video walkthrough](#) found on the FSA Training Center.

If you are new to EDconnect or if you require more detailed instructions, please refer to the [EDconnect Installation and User Guide](#).

I've installed EDconnect 8.6.1 and can receive files from my FT mailbox. Why am I now unable to download files from my TG mailbox?

This is likely one of two issues:

1. Ensure you are switching from FT to TG when logging in.
2. You may have edited or replaced your TDClient.ini for your TG mailbox as found in C:\iam\saig_temp. This can be resolved by renaming your current TDClient.ini to something like "TDClient.bad" and then renaming "TDClient.bak" to "TDClient.ini".

How do I ensure that I'm receiving all my ISIR files when using TDClient?

Who is this for? Anyone who configured TDClient to run in 2023-24, updated to the latest version for the 2024-25 award year, and believes they might be missing ISIRs may need to adjust the settings listed in this short guide. Configuration settings that may have worked in prior years, when it was rare to receive more than one file a day, may lead to problems on days when the department transmitted multiple files of the same type per day, something that happened frequently during March and April 2024.

Setup: Ensure you're using the latest version of [TDClient, 3.5.0](#)

Steps for a default configuration:

The default settings for the latest version of TDClient may be incompatible with setups from prior years. Check the "SAIG Portal-Default_ReceiveParams" in the TDClient.INI file.

- Adjusting these parameters adjusts how TDClient transfers files from your SAIG Mailbox to the folder where you store ISIR files.
- The default settings for prior years were:
 - APPEND=Y
 - AUTOEXT=N
 - UNCOMP=Y
 - ASCII=Y
- These default settings changed for FTI SAIG in 2024-25. The new, recommended defaults:
 - APPEND=N
 - AUTOEXT=Y

- UNCOMP=N
- ASCII=Y

Depending on how you want the files to download, you may need to update your settings to match the new, recommended defaults for FTI SAIG.

For advanced users:

Advanced users may have edited transfer commands or written custom code that overrides the default parameters. These users will still want to check the "SAIG Portal-Default_ReceiveParams" in the TDClient.INI file and review their custom transfer commands.

These key parameters provide helpful customization options but can also create issues when set incorrectly.

- APPEND: If set to "Y," all files downloaded are appended to one file.
- AUTOEXT: When set to "Y," AUTOEXT adds an extension to the downloaded file (e.g., "receive.txt.xxxx" where "xxxx" can be any number from 0001 to 9999).
 - If you want TDClient to download and store each file separately with unique, incremented names, set APPEND to N and AUTOEXT to Y.
 - If you are using AUTOEXT, make sure your transfer commands are set up to get files that have the added extension (instead of just ".dat")
- UNCOMP: When set to "Y," TDClient leaves the network headers and trailers, which can be useful if you download everything from your mailbox into an appended file. Additionally, the updated trailer for FTI ISIR files includes a record count. When set to "N," it will strip the unique identifiers.
- ASCII: This has to be set to Y so TDClient can properly decompress the file.

When not set correctly, these settings can overwrite files, making it seem like your ISIRs were never transferred. For example, setting both APPEND and AUTOEXT to N may lead to continually overwriting files.

I've used FAA Access in the past. Why can't I log into FAFSA Partner Portal (FPP)?

If you have not logged into FAA Access within the past 90 days, your account for both FAA Access and FPP may be disabled. For assistance, please contact the FPS Help Desk (formerly CPS/SAIG Technical Support) at 1-800-330-5947 or by email at support@fps.ed.gov.

If you have accessed FAA Access within the last 90 days, it is worth checking that you are trying to log into FPP directly from the [FPP homepage](#).