

**From:** CommCardProductNotice <commcardproductnotice@baml.com>  
**To:**  
**Date:** 10/22/2014 11:55:51 AM  
**Subject:** UPDATE: NOTICE: Works AUTH LOG issue in Production

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## Card & Comprehensive Payables



October 20, 2014

### **NOTICE: Works AUTH LOG issue in Production**

#### ***UPDATE – October 22<sup>nd</sup>:***

Root cause for the Authorization Log issue has been identified. A patch for this issue is currently in development. Deployment for this patch is targeted for our next available downtime window on the **evening of Thursday, October 23<sup>rd</sup>**.

We will send a formal “Notice of Release” notification email containing the start and end times for this deployment window shortly. Thank you for your patience as we continue to work to resolve this issue.

**In the interim, please contact Client Level Support for any authorization inquiries at 1.800.822.5985**

#### **Issue**

Currently, any user attempting to use the “AUTH LOG” in Works Production environment will get the following error message:

“We have encountered an error when attempting to retrieve the authorization log. No authorization log information is available at this time.”

The AUTH LOG feature provides information Authorizations, Declines, Balance, and other account-level details in real-time. While this information is present on the card processor, the process to retrieve and display this real-time information in Works is currently producing an error.

We are actively engaged in troubleshooting this issue. We will provide additional information on the remediation of this issue as it becomes available.

#### **Client/user impact**

Users will not be able to use Works’ Auth Log feature until this issue is resolved.

#### **Actions / Next Steps**

No action required at this time. Our teams are working to identify the root cause and determine a resolution for this issue ASAP. Additional information will be provided as it becomes available.

#### **Affected regions**

All regions using the Works application’s Auth Log function.

**Contact**

Works Account Services

[CommCardTHD@bankofamerica.com](mailto:CommCardTHD@bankofamerica.com)

888.589.3473, option 4

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