

16.3 Tip Sheet: How do I enter reports into the problem-reporting system?

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If you run across a problem while running GWSI and you think that it might be considered a ‘bug’ in the software, please use the problem-reporting system to notify NWIS personnel so they can look for a solution. This same system can be used to request enhancements and ask questions.

- ❖ If you believe you have identified a ‘bug’ in the software, please attempt to repeat it two more times. By producing the behavior three times, you insure it is a ‘bug’ and that you can identify all the steps taken to cause the ‘bug’ to occur.
- ❖ After you have identified the ‘bug’, the enhancement, or the question, make sure that the same issue hasn’t already been entered. Point your browser to http://www.nwis.er.usgs.gov/IT/NWIS4_3/known_problems_nwis.html and look through the list of problems. If you find a similar problem, read the workaround suggested for help. If there is not enough information on that page, click on the problem report number and read the detailed information to see if any solutions are identified.
- ❖ If you do not find the same problem in the Known Problems list, point your browser to http://www.nwis.er.usgs.gov/cgi-bin/gnats_home.pl.
- ❖ On the “NWIS Problem Reporting System Home Page,” click on the appropriate category, QW, GWSI, NWISWeb, etc. Use option 5-‘Keyword Search utility’ to enter a word that is part of your problem (e.g., water level) and search for problem reports that contain that phrase. Scroll to the bottom of the form and enter your keywords in the box under ‘Text fields’ or ‘Multitext fields’ and then use “search” to find reports that contain those words.
- ❖ If you review the list of reports that appear and find one that sounds like your ‘bug’, click on the problem report number and read the description. If the description is similar to your problem, read to see if any solutions are identified. If you have additional information that is not in the description please add your information by clicking the edit button at the top of the page. Find your name in the Editor list box and click on it. Then add your new information to the Response section. Click on “Send” at the bottom of the page.
- ❖ If you do not find any existing problem reports that match your ‘bug’, you will need to enter a new problem report. From the main page, if you chose GWSI you will be at <http://www.nwis.er.usgs.gov/cgi-bin/wwwgnats2.pl/NWISGWSI/1/1/>. Choose option 1 to enter a new problem report and follow the steps below:
 - Indicate the severity. Consider the extent to which your problem is hampering your work.
 - **A critical problem** is one in which the programs stop working completely or data is incorrectly stored or displayed.
 - **A serious problem** is one in which your workflow is seriously hampered.

- **A non-critical problem** is a question, an enhancement, or a problem that is annoying, but doesn't significantly affect your workflow.
- Indicate the class of the problem: support, software bug, documentation problem, or change request.
- In the submitter ID and originator ID enter your email ID and/or the email ID of others that might want to know about the progress of a solution to your problem. As information is added to the report you will receive emails containing that information.
- For the synopsis, include enough of a description that someone would be able to determine the program that caused the problem or created the question or enhancement. Consider using 10 words or less. This description is listed when reports are requested.
- Determine the category by selecting from the drop-down menu.
- To determine the entries for release and environment, type `nwisenv` at your UNIX prompt. Copy the information printed to the screen after `Release:` into the Release text box. Copy the remaining information printed to the screen into the Environment text box.
- In the description text box, enter a detailed description of your problem. This is your space to provide details to help NWIS personnel understand your problem. Please include results that illustrate the problem or how the problem is hampering your work. NWIS personnel will use this information to determine the severity of the problem as well as possible short-term and long-term solutions.
- In the How to Repeat text box, enter a step-by-step description you used to cause the problem to occur. You should include a list of the menu options used and a description of the files you used, if applicable.
- As a last step, click on the Send the Report button. You should get a message back that you will receive an email containing the problem report number and some information that you entered.
- When additional information is added to the problem report, you will receive an email containing that information so that you know work is being completed on your problem.
- If you receive a report that has been changed to a feedback status, NWIS personnel are expecting you to test the same problem on the newest version of GWSI to determine if the problem has been fixed.
- If you need to edit a report, use option 2 from the "NWIS GWSI Problem Reporting System" Web page, enter a problem report number, then click on the "here" button. For the GWSI category, the web page is URL <http://wwwnwis.er.usgs.gov/cgi-bin/wwwgnats2.pl/NWISGWSI/1/1/>. On the "Modification form for Problem Report number #####", use the 'Click here to edit' button, find your name in the list of "editors." If the problem has been fixed, change the "state" from feedback to closed and enter information about how it was tested and/or why it was closed. If the problem has not been fixed, change the state to open and enter a reason for the changed state. Enter a response in the "Response" text box to describe whether you have tested and closed the report or if you need to re-open, explain why. After you have entered your response, scroll to the bottom of the page and

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click the 'Click here to submit the changes' button. You should not need to enter any of the boxes for Domain changes. Click on "Send" at the bottom of the page.