

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

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

- ❖ 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://wwwnwis.er.usgs.gov/IT/NWIS4_4/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://wwwnwis.er.usgs.gov/cgi-bin/gnats_home.pl.
- ❖ Click on the appropriate category, QW, GWSI, NWISWeb, etc. then use option 5- 'Keyword Search utility' to enter a word that is part of your problem (e.g., record number) and search for problem reports that contain that phrase. Enter your key words in the box under 'Text fields' or 'Multitext fields' and then search for 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.
- ❖ If you do not find any existing problem reports that match your 'bug', you will need to enter a new problem report. This is option 1 on the page you were moved to after choosing the appropriate category above.
- ❖ 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.
- ❖ To determine the category, use the table below that lists the software program that is initiated by each menu option. If none of these categories seem appropriate, use water_quality. (Program names followed by an asterisk are not currently in the list of categories. For the qwtable programs, please use qwtable for qwtable 1-5. For all other program names followed by an asterisk, please use the water_quality category.)

<u>QWDATA main menu option</u> <u>(option number)</u>	<u>Sub-menu option</u> <u>(option number)</u>	<u>Program name</u>
Login Sample (1)	---	qwlogin
Modify Samples or Results (2)	Enter Field Results (1)	qwfield
	Enter Laboratory Results (2)	qwinput
	Edit Sample or Results (3)	qwedit
Data Review (3)	Select Sites or Samples (1)	qwsiterec
	Produce Inventory of Samples (2)	qwloglist
	List Samples and Results (3)	qwlist
	Sample list and/or Cation-Anion Balance (4)	qwbal
	Chemical Validation Checks (5)	qwvalid
Data Output (4)	Select Sites and Samples (1)	qwsiterec
	Select Sites and Samples from Multiple Data Bases (2)	qwmdb_loc
	Water-Quality Table by Sample (Publication Format) (3)	qwtable 1*
	Water-Quality Table by Result (4)	qwtable 2*
	Flat File by Sample (5)	qwtable 3*
	Flat File by Result (6)	qwtable 4*
	Make a P-STAT Data Set (7)	qwtable 5*
Graphs (5)	X,Y Plot (1)	qwplot
	Boxplots (2)	qwboxplot
	Stiff Diagrams (3)	qwstiff
	Piper Diagrams (4)	qwpiiper
	Time Series Plots (5)	qwplot
	Regression plots (6)	qwregress
	Summary statistics table (7)	qwprcntl
	Detection Limits Table (8)	qwdetlims
	Statistics Plots (9)	qwstatplot
Support Files (6)	List site records (1)	qwshowsite
	Check parameter code dictionary (2)	qwckpcd
	List parameter code dictionary (3)	qwpcdlist

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	Check geologic unit code file (4)	qwckggeo
	Check Federal Information Processing Standards (FIPS) code (5)	qwckfips
	List state/county data (6)	qwckstcty
	Dump parameter code dictionary (7)	qwpcddump
	Display contents of algorithm file (8)	qwalgcon
Utilities (7)	Change data-base number (1)	mod.user_dbn_def*
	Add new site or modify site (2)	stnup
	Change site ID or delete site (3)	stnchange
	Count water quality records (4)	qwcount
	Set district processing status flag (5)	qwflag
	Set data quality indicator (DQI) code (6)	qwdqiflag*
	Inventory DQI codes (7)	qwckdqj*
	Produce drinking-water alert limit table (8)	qwalert
Batch Processing (8)	Retrieve National Water-Quality Laboratory Data (1)	qwgetlab
	Process batch file for all logged in samples (2)	qw_cardsin
	Process batch file for all samples (3)	qw_enter
	Process batch file for all logged in QA samples (4)	qa_cardsin
	Process batch file for all QA samples (5)	qa_enter
	Produce batch output (6)	qwbatchout*
	Review/Edit batch files (7) Review tab-delimited batch input files (1) Edit tab-delimited batch input files (2)	qwckbatch* qwlistbatch* qweditbatch*
	Produce 1- and *-card output	qwfixed
	Reload QW data from batch file, overriding DQI (9)	qw_cardsinxdqj*
	Reload QA data from batch file, overriding DQI (10)	qa_cardsinxdqj*

- ❖ 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.
- ❖ When the report is moved to the feedback position, NWIS personnel are expecting that you test out the same problem on the newest version of QWDATA to determine if the problem has been fixed.
- ❖ If it has been fixed, please close the report. Use option 2 after choosing the appropriate category and enter your problem report number at: <http://wwwnwis.er.usgs.gov/cgi-bin/wwwgnats2.pl/NWISQW/1/1/> for the QW category. 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. If the problem has not been fixed, change the state to open. 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, click the 'Click here to submit the changes' button.