

Reporting a Problem in RAPID

From time to time a RAPID action by an End User will result in a RAPID error message. Sometimes the corrective action is replacing the data with the correct information. Sometimes it is an error in the system that requires further investigation.

What do I do when there is an error in RAPID?

If you receive an error message indicating that there is data inconsistencies in the buffer or other parts of RAPID, *clear your internet cache* first and then repeat the procedure and data you were entering. If you still get an error message, then it is time to capture the error message, record the process that caused an error, and forward it to RAPIDHelp@lbl.gov. Voicemails do not provide enough information.

What to send?

Problem:

1. When I copied a proposal from proposal number _____ proposal, the new proposal cannot be accessed either under User Agreements nor Proposal Menu items.
2. The error below appears when new proposal is accessed.

Step	Action
1.	End User will send the RAPID error with narrative about what actions lead to the error as a <i>word document</i> attached to an Email. Imbedded graphics in an Email are not always accessible when forwarding Email to others.
2.	OSPIP (either Phyllis or Linda) will reproduce the problem in a non-production instance of RAPID. Based on our findings, we will either assist the End User in making corrections or ask for the RAPID developer to assist in correcting the problem
3.	If the developer is involved, OSPIP will send an Email requesting correction and will let End User know of the action and expected time of resolution.
4.	Once the error has been corrected by the developer, OSPIP will send a note to the End User regarding the correction and the next actions (if any) to take.