

Reporting a Problem in RAPID

From time to time a RAPID action by an End User will result in a RAPID error message. Other times, the End User has a problem which doesn't have a RAPID error message. What ever the source of the problem, further investigation on the part of the SPO RAPID team is needed to resolve the problem.

What do I do when there is a RAPID error?

If you receive an error message indicating that there are data inconsistencies in the buffer or other parts of RAPID, [clear your internet cache](#) first and then repeat the procedure and reenter the data. If you still get an error message, then it is time to capture the error message as a "print screen" and record the process that caused an error. and forward it to RAPIDHelp@Ibl.gov. Other problems should follow the same method so we know what is doing on. Phone calls and voicemails do not provide enough information.

What to send?

Problem:

1. When I copied a proposal from proposal number _____, 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.	The End User will send a screen print of the RAPID error report with narrative describing the actions that lead to the error pasted into a <i>word document</i> and attached to an Email to RAPIDHelp@Ibl.gov. Imbedded graphics in an Email are not always accessible when forwarding Email to others because everyone is set up differently.
2.	RAPIDHelp (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, SPO will send an Email requesting correction and will let End User know of the action and expected time of resolution. Errors that stop work will be given Priority 1 designation to be resolved in one working day or less.
4.	Once the error has been corrected by the developer, SPO will send a note to the End User regarding the correction and the next actions (if any) to take.