Support Area

What to share when reporting issues to Delft-FEWS support

Shareables	When to share	Remarks
Delft-FEWS release version	Always	Just share the full log file (see section below 'How to help us to support you'), and check the build number is included. Add this to the *Affects Version/s* and *Backport Version/s* fields in Jira (for backporting guidelines see Backporting - DELFT-FEWS Documentation - Deltares Public Wiki)
Name of customer (company)	Always	Add this to the customer name field in JIRA
Problem description	Always	Clear steps and enough information how to reproduce the issue (problem description information)
Additional context	Always	e.g. related FEWS Jira number if available (additional context)
Delft-FEWS configuration	Always	F12->export->default config as zip file For Deltares employees, put the system here: p:\delft-fews\Test FEWS Releases\FEWS-applications\
Priority	Always	Blocker --> addressed immediately Critical --> addressed within a week Major --> addressed within three weeks Minor --> addressed in next sprint Trivial --> picked up when time
Component	Always	Pick a Delft-FEWS component from the list in JIRA
Logging	When there is a stacktrace or relevant logging in the log file.	See also Howto activate debug mode
Screenshots	When required or helpful for reproducing the issue	ALT-PrtScr
Local DataStore	When data is required for reproducing the issue	The stand alone application and the synchronizing LDS Operator Client has a local datastore in the Region Home folder.
Collected Log files	Always when there is an issue in the live system that needs analysis	See also Collect System Log Files
Replica	When required or helpful for reproducing the issue	F12->database->replicate database
Thread dump	When there is a deadlock	How to create a Thread dump
Heap dump	When there is an OutOfMemoryError	How to automatically create a JVM heap dump when experiencing OutOfMemoryError
Movie	When required or helpful for reproducing the issue	F12->screen recording->start/resume recording
Screenshot of Admin Interface Database trends	When there are database performance issues	See Database trends

You can reach Delft-FEWS Support via: fews.support@deltares.nl (only for clients with a Support & Maintenance contract in place).

Provide clear problem descriptions

1. A detailed description of what the problem is.
2. What the expected behavior is.
3. Describe in numbered steps how to reproduce the issue.

4. If there are multiple problems, number them, e.g. Issue 1, Issue 2, etc. so that they be more easily registered under separate issues in the issue tracker.
5. If there is a GUI component involved
   a. specify in ordered steps what component to activate, where to click.
   b. share a screenshot of the problem,
   c. or share a movie using the screen recording functionality.

Provide additional context

1. Is it a new problem? If there is a known JIRA issue number please include it in the communication.
2. What has changed? Has there been a recent configuration change?
3. Which workflows are involved.
4. If the workflow has other, irrelevant modules (like other imports) please indicate that, or even better, comment them out.
5. What T0 (system time) is used for a failing forecast run.
6. If an adapter is run with an older JRE version, this is useful to mention.
7. What menu item will bring up the component of interest.

Share the config, local datastore

It depends on the issue / bug whether the configuration or other things are needed.

1. If an import fails, share an example import file.
2. Config and local datastore are not strictly necessary for all bugfixes, but including them will speed up support.
3. Depending on the bug, sharing modules, models, import/export folders might also be needed.

How to help us to support you

(Especially when you have no idea what is wrong and where to look)

> ⓘ Providing Delft-FEWS support with relevant log files, screenshots or even a copy of a config / local datastore may help us solving the issue more efficiently. Do not assume we know every detail of your system, so please give a detailed description where you encounter a problem.

Below you will find some useful tips to analyse your system and provide useful information to the fews support helpdesk.

In general:

- Check the System Monitor Display in your Operator Client and Analyse the ERROR messages (what kind of errors do you see), export (copy) them and send them to fews support
- Make screenshots of the problem that you encounter (graphs / spatial display / admin interface / etc)
- Check the Troubleshooting section or the section about Log files and the System Checks (depends on age of document) section in the System Administrations Guide provided for your FEWS system

If it is a connection problem (with the Master Controller):

- Check the status of the system through Admin Interface system status page, is everything green?
- Check the View logs page in the Admin Interface for ERRORs
- Log files in the Master-controller / Forecasting Shells will by default only remain the last ten days / for a certain disk limit.
- Use Collect System log files from the Admin Interface to collect the log files from all FEWS backend components and send them to fews support

If it is a problem with (failing) workflows on the Forecasting Shells

- Check the log.txt in the root of your Forecasting Shell or out.txt or out.txt.old in the MCProxy folder (check your system admin guide for the location)
- Check the View logs page in the Admin Interface for ERRORs
- Use Collect System log files from the Admin Interface to collect the log files from all FEWS backend components and send them to fews support

If it is a problem in your Operator Client:

- Check the log.txt file from your Operator Client to find out whether it contains the Text ERROR. This file is located at the same level where the localDatastore folder is created. Please send this log.txt to fews support
- If you send us a snippet of the log.txt, please remember to include always the build number section.
- If it is an issue with your operator client please copy the localDatastore folder (and store it somewhere else) for hand over to fews support if needed

Note Delft-FEWS will run through a VPN or via Remote Desktop Protocol, so having those connections available to us will improve the efficiency of our support. The ability to diagnose issues will depend upon the bandwidth for the connection.

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Introduction

This FAQ is maintained by all people who work on Delft-Fews systems. As such, it is always under construction.

Available FAQ's

- Archive
    - All shards failed errors
- Client-server system
    - How to remove records from the client-server system
    - How to influence the expiry time of rows (records) in the central database
    - What are the event codes and event ids for log messages in the Master controller and Operator Client
    - Adjusting the amount of logging generated by Delft-FEWS - 2020.02 and later
    - What do specific log messages mean?
    - SQL timeout for database connections
    - How to create a Thread dump
        - How to create a Thread Dump - 2018.02 and later
    - How to automatically create a JVM heap dump when experiencing OutOfMemoryError
- FEWS Configuration
- Frequently Used Terms
- Local datastore
    - How do I use firebird as my database
    - How to connect to a localdatastore with DBVisualizer
    - How to use derby as a localDatastore format
    - Howto reduce the size of a Local data store before copying it over.
- Misc
    - Importing USA weather forecast into Delft-Fews
- Published interface FAQ
- Statistics
- Which file types can Delft-Fews Import?

Where is documentation on making custom transformations?

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A list of examples to demonstrate how to perform common (and not so common) tasks in Delft-FEWS

- How to download Delft-FEWS software
- How to: Import data in Delft-FEWS
- How to: Validate data in Delft-FEWS
- How to: Visualise data in Delft-FEWS
- How to: Process data in Delft-FEWS
- How to: Implement a model in Delft-FEWS
- How To: configure <enabled> in Workflow based on location attributes
- How to: Report
- How to: Schedule a task/workflow in Delft-FEWS
- How to: configure the Delft-FEWS backend
- How to: Manage the database
- How to define an ExplorerTask - what are the possible taskClass options?
- Delft-FEWS portal forum questions

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- FAQ - Frequently Asked Questions — Introduction
- Problems and solutions
- Scripts and auxiliary programs — Scripts to link external programs and data sources to FEWS