

November 20, 2008

General Errors and Recommendations:

The following are items we found in our investigation of the issues that we have received.

ERROR:

CPD 2.0 has upgraded the data and code validation processes when the IA selects the GENERATE PRODUCT LINE button. These are the main issues we have found that are causing most of the generating product line errors:

1. Spreadsheets containing a CR value that is blank or is not a whole number
2. There is no sash or thermal break code in a spreadsheet cell

When the IA views the spreadsheet prior to accepting, if any of the issues listed above are present, the IA needs to reject the spreadsheet.

RECOMMENDATION:

The lab needs to upload a new spreadsheet (with a unique name) with the issues resolved.

- All cells that require a code shall not be left blank. We have modified the application to except the sash code **NA** for products that do not require a sash code. The Thermal Break code is required, if not applicable use the code **N**.
- All CR data shall be a whole number (integer) – **NO DECIMALS**.
- Unfortunately for products that were simulated without CR values those products can only be processed after the next CPD 2.0 release.

ERRORS ON SCREEN:

Unexpected Results and COM errors that users receive earlier in the day may not occur when uploading the same file or the accessing the same product line later in the day:

1. The “COM” error when uploading a spreadsheet
2. The user receives an unexpected results error when accessing a spreadsheet or product line.

RECOMMENDATION:

These errors are due to the memory / cache issue we presented in Monday’s status email. Please be patience when attempting to upload or access files, since multiple and repeated clicks are causing a separate Excel file to open, which results in reducing the application’s memory before the system can refresh. Again, your patience is greatly appreciated with this error.

ERROR:

A lab user does not have the ability to delete or submit the report to an IA.

RECOMMENDATION:

The CPD 2.0 has increased the authorization requirements for labs; therefore, labs must login in with a USERNAME and PASSWORD associated with the lab code on the spreadsheet.

Fix the spreadsheet lab code and upload the sheet again, with a unique filename, or login as the specific user for that specific lab.

OTHER STATUSES:

A new CPD release will be posted to the STAGING site Tuesday of next week for a resolution to the following issues:

1. Allowing the IA to modify CPD 1.0 uploads to become an addendum report type.
2. Allowing blank CR data to be processed
3. A new "Error" status identification code will be implemented.
 - In order to review uploads that have an error code;
 - Select "ALL" for the report status filtering at the uploadsheet listing page (LAB select the "Lab Reports" tab and IA select the "Status" tab)
 - Select "APPLY FILTERS" button
 - Uploads containing an error will be displayed in the status column.

A detailed notice of the modifications to the CPD will be sent when the new CPD release is posted to the STAGING site (<http://staging-cpd2.thecornerstonepros.com/cpd2/>). A prompt review of the release at the STAGING site and the forwarding of any problems that relate specifically to the details for this release are greatly appreciated.

FYI: We are asking for review of the STAGING site, which mostly like contains only old data from the cutover, and to verify the modified "process" is working properly. This does not modify data on the PRODUCTION site (<http://cpd.nfrc.org/cpd2/>).

If you have any questions please fell free to contact me at your convenience.

Best regards,

Scott R. Hanlon