

Minutes from CHPS Meeting Thursday August 26, 2010

Attendees:

ABRFC – Billy Olsen, Eric Jones, Bill Lawrence
CNRFC – Pete Fickenscher, Scott Staggs [Rob Hartman is on vacation]
NERFC – Rob Shedd
NWRFC – Harold Opitz, Joe Intermill
NOHRSC – John Halquist
Deltares – Edwin Welles
OCWWS HSD – Randy Rieman, Xiaobiao Fan
OHD – Pedro Restrepo, Lee Cajina, Chris Dietz

Pre-reading:

- Support Log distributed via chps_ops on August 25, 2010
- Schedule for CAT-II User Training sent by Edwin to chps_migration on Aug 25, subject: “ACTION: please confirm CAT-II training dates”

1. Health check on Support Log (major issues, show stoppers)

NERFC were subjected to a Support Drill yesterday. Deltares had sought permission from David Vallee ahead of time to damage their system. The breakage resulted in a critical FogBugz ticket/chps_ops email “Approved Forecasts Failing”. PeteF had previously seen this problem at CNRFC and was able to provide key information to RobS so NERFC could recover. [CNRFC’s issue had not been/will not be posted – it was a one-time occurrence which Pete suspects may have been self-inflicted. The FSS sync config files were not correctly protected. If it happens again CNRFC will open up a ticket.]

RobS commented that there was very little in the logs pointing to anything, and additionally asked Deltares to elevate the “task failed” message from warning to error. Edwin agreed to find out why it’s only a warning not an error.

RobS and others commented that even though they have entered tickets into FogBugz they are not receiving automated emails. Randy reported a NOAA SMTP problem. The system should forward automatic emails to chps_ops. The demo version might come with limitations - Chris will speak with MarkG to find out if the issue is a limitation of the demo version or if Mark made an agreement with Fog Creek to limit our use of features for now.

NWRFC: yes we are still operational! There are still some issues – e.g. occasionally some users have to re-start their sessions – and the COE is up and running. The biggest hurdles were getting ESP and STP procedures implemented; traces out of ESP seem to be fairly close (they accept they won’t be exact). Some advice for other RFCs: implement a triage team. NW has 3 people who will jump on issues immediately, try to fix, and then conduct a post-analysis. At weekends there’s always one triage person on shift and the other two are available from home if needed. Things are getting smoother every day. The idea is to complete a shake-down before October. The weather has been near perfect with some minor rain. We plan to do a water validation on the SA soon.

ABRFC: we are waiting for the QPF time issue to get fixed. Chris asked why is this not an emergency ticket? If ABRFC can’t use CHPS operationally then HSD should have already bumped this to Deltares within hours of hearing about the problem if it remained unresolved. HSD did recently ask Deltares for help recently; Willem is currently working on the ticket. Later

during the meeting Edwin reported that Willem needs to contact ABRFC with some questions; Matthijs will spin up on this issue tomorrow. It's a busy time at Deltares, with the September release coming up; Chris pointed out that's not our problem.

NERFC asked what is build # 27147, and why is it at NWRFC and not NERFC? It is a FEWS patch with fixes to the buggy SACCO mods fix (and some others) – it's being tested at NWRFC. Deltares does not specify which sites get the patch and which don't when they hand over software to the NWS. Chris says keeping tabs on all these different patches/builds is getting out of hand. Randy said he would install the patch at all four CATs so we can keep better track. Since NWRFC is testing build # 27147 what is the result – does everything work? NW thinks everything works but will double check.

For operational sites Deltares will deliver FEWS patch software to the NWS (OHD and HSD); HSD will then choose who gets the release, when and how. Deltares and OHD will make sure there is always documentation explaining what's in the patch or release. Lee agreed to provide such information on the latest OHD patch (2.3.3?).

The group confirmed that there's no reason to distribute patches at this time to the CAT-II RFCs. They can wait for the major quarterly releases. RobS did point out that installing a patch would provide good experience for some CAT-II offices; we will need to think about that some more.

What's in the September release? PeterG provided us with a summary during a CAT call a month or two ago. Nothing has changed; nothing was dropped.

Chris wanted to know what is the status of issue #293? The last she recalls, HSD was waiting for a response from RobH. Pete believes Rob was just looking for information/explanation regarding the storage units. There doesn't seem to be a problem. The original issue regarding extended runs involving ResSngl has since been addressed. CNRFC has changed the way they use MEANQ with ResSngl. CN is also awaiting a fix to the migration scripts which will be in the September release.

Chris wants to know if FogBugz can issue reports so we can get away from the spreadsheet? Yes it does; HSD will start experimenting with reports. It's also an option to export data from the tools into an Excel spreadsheet so HSD wouldn't have to update them manually.

JoeI asked if anyone has experienced any problems with their synchronization profiles? NW is finding some things are missing (e.g., rating tables) even though the sync is set to full; yet sometimes a minimal sync results in the data being there. Their confidence level that everything's being brought over is low at the moment. CN has seen something similar and will try a different sync setting to see if that works for them. NW tried doing some customization of the profiles but they can't get a single profile which brings over everything they need. PeterG had told NW that he will look into this when he returns later in September.

Action: Edwin to find out why the task failure log message seen at NERFC is only a warning not an error.

Action: Chris to find out about limitations of FogBugz demo version.

Action: HSD to raise the FogBugz priority of ABRFC's qpf issue to Critical

Action: RandyR to install FEWS build #27147 at other 3 CAT RFCs (currently only at NWRFC).

Action: NWRFC to check whether the fixes provided in FEWS build #27147 work as expected.

Action: Lee to put together and distribute release notes for the recent patch sent to the CAT.

2. Final dates for CAT-II User Training

Ref. latest schedule sent by Edwin (the PDF sent by Chris is now out of date). OHRFC is asking to be moved up to October. Unfortunately when Deltares' request went out, OHRFC's response was too slow and other requests came in first. October is already full; November is very crowded and the only way to get OHRFC into November is to push out APRFC. The group concluded that moving OHRFC is – unfortunately - not an option at this late stage.

ABRFC asked Edwin to check the dates for SERFC and LMRFC – they look incorrect.

Chris said she had told CBRFC their date is Nov 1-2; Edwin thinks that has changed so he will check.

Action: Edwin to report back to Billy on the dates for SERFC and LMRFC.

Action: Edwin to report back to Chris/Michelle on the dates for CBRFC.

3. Date for next CAT workshop

When the CAT agreed on the week of Oct 18-22 Chris subsequently forgot to ask Edwin about Deltares conflicts. Then RobH came up with his own conflict! Edwin said Deltares will accommodate no matter what. We agreed to go with noon 10/20 through COB 10/22; we believe RobH can fly into the Boston area in time for our meeting.

A side subject: Deltares has begun scheduling Advanced Configuration training for the CAT-IIs. Proposed dates are 2 weeks at the end of Feb (28-Mar 4) and Mar 7-11. Is it okay to assume the buddy RFCs can and will participate? It's very helpful having experienced CATs assisting with CAT-II training. All CAT RFCs agreed; NE wondered if the less-experienced Jeane might attend as a trainee and have Alison be an assistant trainer. ABRFC agreed to provide support, but not enthusiastically; they asked if HQ would agree to send one or two people. OHD said yes we can send one person, Chris will also check with HSD. Deltares also wants to know if it's okay to have only one person leading the class? Last time there were two – Jaap and Peter. It depends on the knowledge base – if one person has enough of a broad base of good knowledge then one is acceptable. We would also like to send one or two students from HQ; since there are an odd number of CAT-IIs Deltares will consider HQ being like an extra RFC. In response to a complaint from regions in FY10, Chris has allowed for 2 attendees per CAT-II RFC from the CHPS budget this year. Location for the user training will be determined by the CAT-II RFCs. We need two volunteers to host.

Action: Chris will determine who from OHD and HSD might act as training assistants for the CAT-II Advanced Configuration training class next year.

4. Status of SHEF/PI ID mapping codes

This task was initiated to meet the need for a full-featured SHEF import into FEWS - the current mechanism is a limited FEWS-based SHEF ingest process originally developed for the CHPS Pilot.

Edwin took an action to provide sample mapping files and instructions; he needs to get with someone at NERFC. However NERFC is too busy with other things for this task. NWRFC is also busy with CHPS operations and doesn't want to commit to testing. Since CNRFC originally identified this as a top priority they (reluctantly) agreed to help test. Edwin will contact PeteF to help him set up the mapping files ready for the test with JohnH.

Action: CNRFC to help JohnH test the new SHEF-to-PI-XML converter.

5. Next week's training class

RandyR sent out an email with instructions.

Action: None.

6. Any other items?

- None

Action: none.

Next meeting: Thursday Sept 2, 2010