



Date: January 11, 2017

DMS Operations Memo 17-02

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff

Affected Programs:	
<input checked="" type="checkbox"/> BadgerCare Plus	<input checked="" type="checkbox"/> Caretaker Supplement
<input checked="" type="checkbox"/> FoodShare	<input checked="" type="checkbox"/> FoodShare Employment and Training
<input checked="" type="checkbox"/> Medicaid	
<input type="checkbox"/> SeniorCare	

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Division of Medicaid Services

CARES Worker Web System Error Enhancements

EFFECTIVE DATE

January 21, 2017

PURPOSE

This Operations Memo announces enhancements being made to the display of CARES Worker Web (CWW) system errors and how those errors are submitted to the appropriate help desks.

BACKGROUND

The current worker view of CWW system errors contains mostly technical information, making it difficult for workers to identify the different errors. The current design also can be difficult for workers to send an error on internally or to the appropriate help desk for further assistance. Effective January 21, 2017, the display of system errors will be updated so that workers will be able to easily identify the relevant error information. Technical information that is not relevant to workers will be removed. The design will also be updated so that workers can easily report the system error via email to an individual within their agency or to the appropriate help desk for further assistance. The errors reported to the help desk will include the technical information that may be needed to resolve the issue.

POLICY

There are no policy changes with this Operations Memo.

CARES

The re-designed system error page has been updated to remove the technical information that is not relevant to workers and to report the necessary information to someone within their agency or the appropriate help desk for resolution. The help desk that the worker can select to email the error

information to will be based on the worker’s profile and the environment that the worker is using. If the worker has an Income Maintenance (IM) or FoodShare Employment and Training (FSET) profile and the error occurs in the training environment of CWW, the help desk displayed will be the DHS IM Training Help Desk. If the worker has an IM, Child Care, or FSET profile and receives the error in the production environment of CWW, the help desk displayed will be the DHS CARES Call Center.

IM OR FSET WORKER TRAINING ENVIRONMENT

When a CARES Worker Web system error occurs in the CWW Training Environment, an IM or FSET worker may report the problem. The “Send To” radio button is defaulted to DHSIMTraining@dhs.wisconsin.gov. The IM or FSET worker is required to enter contact information, including his or her first name, last name, email address, and what actions were taken leading up to the error. The error details are also displayed on the page below the Report this problem section.

The screenshot shows the 'CARES Worker Web System Error' page in 'TRAINING' mode. The page header includes 'CARES Worker Web', 'TRAINING', 'Help', 'Logout', and a date/time stamp '3.5 06/27/2016'. The main content area is titled 'CARES Worker Web System Error' and contains a 'Reset' button. Below this is a red box stating 'The following event has occurred:' with the following details:

Exception Text:	java.lang.NullPointerException
Method Name:	getGatepost
Calling Method:	service
Message:	

Below the error details is a 'Next Steps' section with a 'Report this problem' form. The form includes a 'Send to:' field with a radio button selected for 'DHS IM Training email: DHSIMTraining@dhs.wisconsin.gov'. The 'My Contact Info:' section has fields for 'First Name', 'Last Name', 'Phone', and 'Email'. A note states: 'Note: This email will receive a copy of the error report.' Below this is a text area for 'What were the actions taken leading up to this error? (Please do not include any PII or PHI.)' with a character count of 'Current Size = 0 characters (1000 characters max.)'. At the bottom of the form are 'Cancel' and 'Send' buttons.

Below the form is an 'Error Details' section with 'Expand All' and 'Collapse All' buttons. It contains the following information:

Error Context	
Worker Information	
WAMS User ID:	
CARES ID:	
County:	40 - MILWAUKEE COUNTY
User System Information	
Web Browser:	Internet Explorer 11
Enterprise Mode:	Disabled
Java Version:	1.6

Figure 1 IM or FSET Worker View in Training

Once the IM or FSET worker completes the required fields and selects the “Send” button, a green success message is displayed indicating that an error report email was sent to

DHSIMTraining@dhs.wisconsin.gov. DHS IM Training will respond to the individual IM or FSET worker who reported the issue.

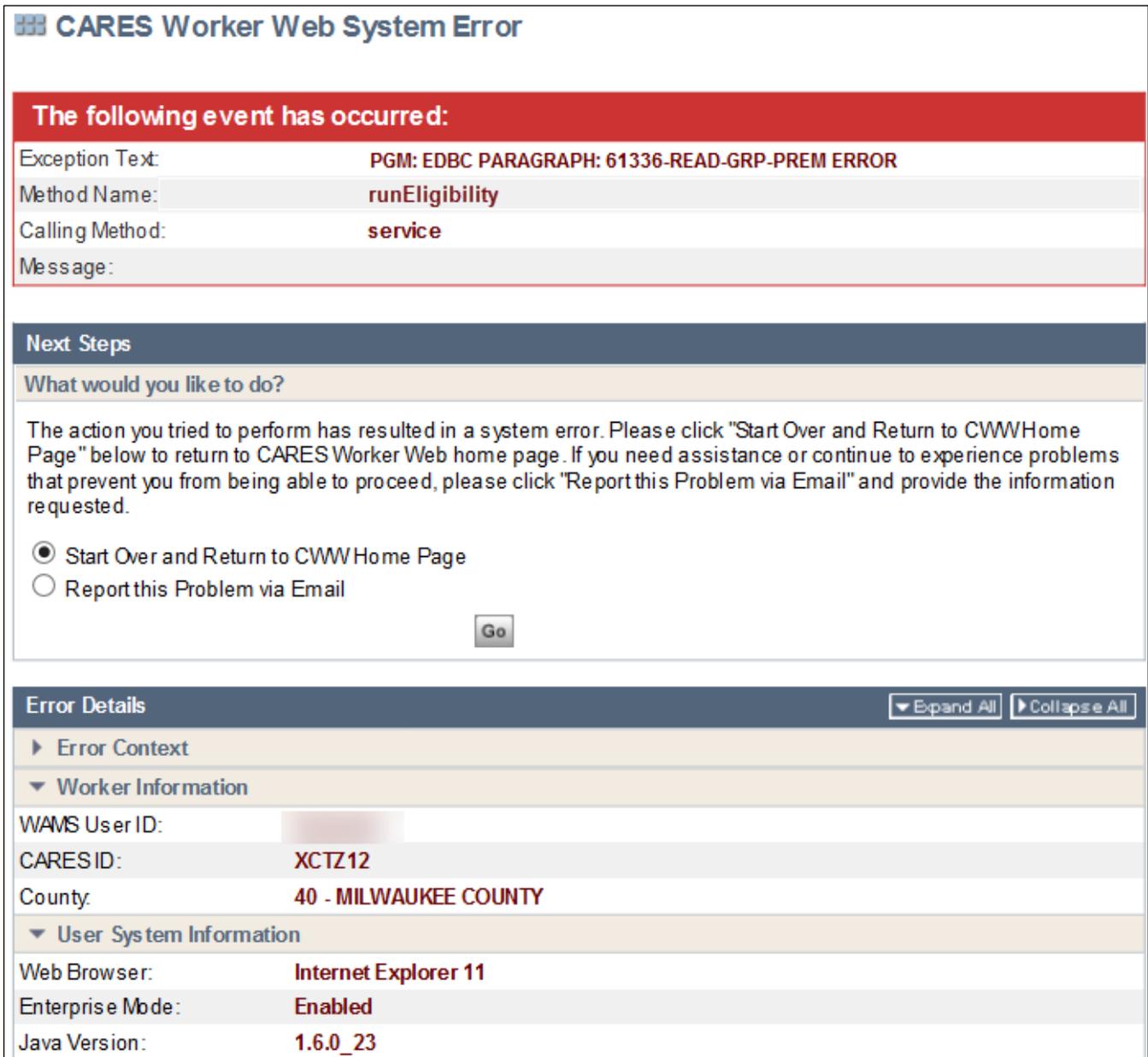
If the IM or FSET worker selects the “Cancel” button, the system error is not reported and an email will not be sent.

IM OR FSET WORKER PRODUCTION ENVIRONMENT

The re-designed system error will include three sections as shown below. The first section will display four fields that are currently used by the CARES Call Center to differentiate between different system errors and to communicate to agencies any workarounds for that error.

The second section will allow the worker to select one of two options. The first option is “Start Over and Return to CWW Home Page.” Workers should select this option if they do not need to report the error internally or externally. This may be for errors that have a workaround, known errors that do not need to be reported, or if the worker does not need further assistance in resolving. The second option is to “Report this Problem via Email.” Selecting this option will allow the worker to send the error information either to a specific email address or the appropriate help desk. [Please see here for view 2.](#)

The Error Details section will display the current worker’s CWW relevant logon information and the user’s system information that may be used to determine the cause of the error and to assist in resolving the issue. The system information that will be displayed includes the web browser, if Enterprise mode is enabled or disabled, and the current version of Java on the user’s computer.



CARES Worker Web System Error

The following event has occurred:

Exception Text:	PGM: EDBC PARAGRAPH: 61336-READ-GRP-PREM ERROR
Method Name:	runEligibility
Calling Method:	service
Message:	

Next Steps

What would you like to do?

The action you tried to perform has resulted in a system error. Please click "Start Over and Return to CWW Home Page" below to return to CARES Worker Web home page. If you need assistance or continue to experience problems that prevent you from being able to proceed, please click "Report this Problem via Email" and provide the information requested.

Start Over and Return to CWW Home Page
 Report this Problem via Email

Error Details

- ▶ Error Context
- ▼ Worker Information
 - WAMS User ID: [REDACTED]
 - CARES ID: **XCTZ12**
 - County: **40 - MILWAUKEE COUNTY**
- ▼ User System Information
 - Web Browser: **Internet Explorer 11**
 - Enterprise Mode: **Enabled**
 - Java Version: **1.6.0_23**

Figure 2 IM or FSET Worker View

Upon clicking "Go," the user will see the updated "Next Steps" section as shown below. The user's name and email address will be pre-populated into the fields shown; these can be updated if necessary. This contact information is pulled from the CARES Mainframe screen, SMUM. If the information is not correct or is incomplete, this can be updated through Wisconsin Integrated Security Application (WISA) or, for agencies that do not have access to WISA, through the DHS Security Help Desk. The user will also be required to enter a brief description of the actions taken immediately prior to receiving the error.

The user will have the option to send the email to someone within their agency by selecting to send to "Someone in my agency's email" and manually entering the email address or to send to the DHS CARES Call Center. Workers should follow the existing process of submitting questions or cases that they need assistance with to their CARES coordinator or backup coordinator. If the CARES coordinator

or backup coordinator receives the same error and needs further assistance in resolving the issue, he or she should select the option “Report this Problem via Email,” click “Go,” then complete the required fields in the “Next Steps” section, and finally, send the error to the DHS CARES Call Center. Workers should continue to document in case comments when a case is sent to a help desk for assistance to prevent duplicate emails from being submitted.

CARES Worker Web System Error

The following event has occurred:

Exception Text:	PGM: EDBC PARAGRAPH: 61336-READ-GRP-PREM ERROR
Method Name:	runEligibility
Calling Method:	service
Message:	

Next Steps

Report this Problem

Send to: Someone in myagency/s email:
 DHS CARES Call Center email: DHSCARESCallCenter@dhs.wisconsin.gov

MyContact Info: * First Name: * Last Name:
Phone: X
* Email:

Note: This email will receive a copy of the error report.

* What were the actions taken leading up to this error? (Please do not include any PII or PHI.)

While processing an Access renewal for FS and BC, I am attempting to run ongoing eligibility. When I click "next" to run eligibility, I receive this system error.

Current Size = 0 characters (1000 characters max)

Error Details		<input type="button" value="Expand All"/> <input type="button" value="Collapse All"/>
▶ Error Context		
▼ Worker Information		
WAMS User ID:		
CARES ID:	XCTZ12	
County:	40 - MILWAUKEE COUNTY	
▼ User System Information		
Web Browser:	Internet Explorer 11	
Enterprise Mode:	Enabled	
Java Version:	1.6.0_23	

Figure 3 IM or FSET Worker Next Steps View

Note: If the coordinator is not able to re-create the error but still needs to send the error information to the CARES Call Center for assistance, he or she can forward the email from the worker if the worker used the CWW System Error page “Report this Problem via Email” option to report it to their Coordinator.

Once the worker completes the required fields and selects the “Send” button, a green success message is displayed indicating that an error report email was sent to DHS CARES Call Center. The CARES Call Center will respond to the worker that reported the issue.

If the worker selects the “Cancel” button, the system error is not reported and an email will not be sent.

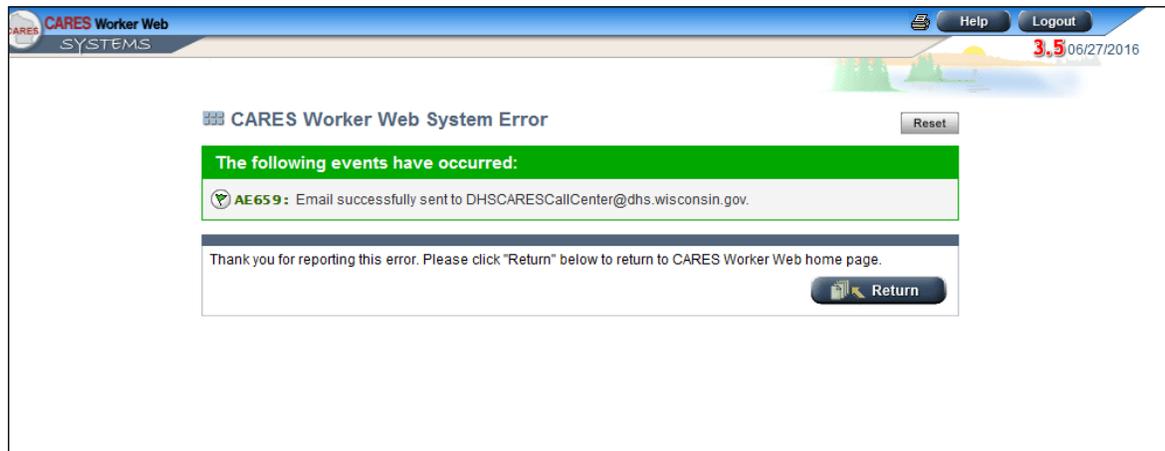


Figure 4 Confirmation Message

EMAIL FORMAT

The email sent to the help desk will include all of the information shown below. This includes the contact information that the worker provided, the description of what happened prior to the error, and additional technical information that is needed to research the issue. The user who submitted the error will be CC'd on the email, so he or she will have a copy of what was submitted to the help desk. Users do not need to send an additional email to the help desk to report the error. Workers should document that the error was submitted and to whom in “case comments” to prevent duplicate emails being submitted for the same case.

In the event that the user has additional questions or concerns, he or she should contact the appropriate help desk where the error was sent; they should not reply directly to the email. Any direct replies will not be answered. If the worker needs to follow up with the help desk where the error was sent, they should contact that help desk directly and reference the error that was submitted. This only needs to be done if there is additional information that was not included in the email submitted through CWW.

From: noreply@wisconsin.gov [mailto:noreply@wisconsin.gov]
To: IM Worker's Supervisor's Email Address
Cc: IM Worker's Email Address
Subject: CWW Error Report: java.lang.IllegalArgumentException

The following exception has been reported:

Worker Information

Name: IM Worker
WAMS User ID: IMworker
CARES ID: XCTZ12
Profile: CWW-A-IM-WORKER
County: 40 - MILWAUKEE COUNTY
Phone: 123-456-7890
Email: IMWorker@county123

What were the actions taken leading up to this error?
While processing an Access renewal for FS and BC, I am attempt to run ongoing eligibility. When I click "next" to run eligibility, I receive this system error.

Error Details

Exception Text: PGM: EDBC PARAGRAPH: 61336-READ-GRP-PREM ERROR
Method Name: runEligibility
Calling Method: service
Message:

Error Context

Identifier: Case 2114897923
Case Mode: ON-GOING CASE MAINTENANCE
System Time: 2016-12-28 11:20:32.084
Page Name: Run Eligibility
Environment: Production
Exception Type: Application
Exception ID: 1482945632085

User System Information

Web Browser: Internet Explorer 11
Enterprise Mode: Enabled
Java Version: 1.6.0_23

Figure 5 Email Format

Note: The handle response error shown below will not be updated at this time. This error occurs when the user double-clicks or clicks too fast within CWW.

Error Details	
System Information	
Exception ID:	1483725655721
CARES ID:	XCTZ12
WAMS Login ID:	E MERTENS
Exception Type:	Framework
Exception Text:	java.lang.NullPointerException
Package/Class Name:	gov.wisconsin.framework.presentation.controller.FwJSPServlet
Method Name:	handleResponse
Primary Keys:	Case
Calling Class:	gov.wisconsin.framework.presentation.controller.FwJSPServlet
Calling Method:	handleResponse
Message Code:	FW052
Message:	It appears that the system has received multiple requests from the page you were just on. This may happen if you quickly double click or press enter multiple times. The system will only accept one request from a page to ensure data integrity. Please click on the return button to return to the CARES Worker Web home page. If you wish to continue work on the page that you were just on, please select your case from the 'Recent Cases/RFA's' section and use the menu to go to the desired page.
System Time:	2017-01-06 12:00:55.72
IP Address:	159.158.101.120, 10.69.134.11
Page ID:	AECCC
Server Name:	aplmad0a0230/10.68.132.230
Previous Page ID:	AEC SM
Service Name:	
Service Method:	
Service Message:	

Figure 6 Handle Response Error

CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DMS/BEPS/EM