

DEPARTMENT OF CHILDREN
AND FAMILIES
Secretary Eloise Anderson
201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-267-3905
Fax: 608-266-6836
www.dcf.wisconsin.gov



State of Wisconsin
Governor Scott Walker



TO: **W-2 Agencies
Training Staff**

FROM: Margaret McMahon, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

BWF OPERATIONS MEMO

No: 17-13

DATE: 05/09/2017

W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	RAP	<input type="checkbox"/>	Other EP	<input type="checkbox"/> *

SUBJECT: CARES Worker Web System Error Enhancements for Wisconsin Works (W-2)

EFFECTIVE DATE: April 22, 2017

PURPOSE

This Operations Memo announces enhancements to the display for CARES Worker Web (CWW) system errors and describes how errors can now be submitted to the Department of Children and Families (DCF) Wisconsin Works (W-2) CARES Help Desk.

BACKGROUND

The current worker view of CWW system error messages contains primarily technical information, making it difficult for the Financial and Employment Planner (FEP) to identify and report what error has occurred. On April 22, 2017, the display of system errors in CWW was updated so that FEPs could easily identify relevant error information. Technical information that is not relevant to FEPs has been removed. This update allows FEPs or CARES Coordinators to easily report the system error via email to individuals within their agency or to the DCF W-2 CARES Help Desk using CWW.

POLICY

There are no policy changes with this Operations Memo.

CWW CHANGES

The new CWW system error message includes three sections as shown below. The first section displays four fields currently used by the DCF W-2 CARES Help Desk to differentiate between different system errors and to communicate to W-2 agencies any work-arounds for those errors.

The second section allows the FEP to select one of two options. The first option is “Start Over and Return to CWW Home Page.” FEPs should select this option if they do not need to report the error internally or externally. This may be for errors that have a work-around, known errors that do not need to be reported, or when the FEP does not need further assistance in resolving the error.

The second option is to “Report this Problem via Email.” Selecting this option will allow the FEP to send an email to an individual within the agency or to submit a problem directly to the DCF W-2 CARES Help Desk.

The third section will display the FEP’s WAMS User ID, CARES ID, County, and system information that was used to determine the cause of the error and to assist in resolving the issue. The system information displayed includes the web browser, whether Enterprise mode is enabled or disabled, and the version of Java on the user’s computer.

1 The following event has occurred:

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

2 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" below to return to CARES Worker Web home page. Or, 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

3 Error Details

▼ 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

Upon selecting “Report this Problem via Email” and clicking “Go” in the second section, the FEP will see the updated “Next Steps” section as shown below. The FEP’s name and email address will be pre-populated into these data fields. The FEP will be required to enter a brief description of the actions taken immediately prior to receiving the error.

The FEP will have two “Send To” options:

1. Someone in my agency’s email; or
2. DCF W-2 CARES Help Desk email: DCF2CARESHD@wisconsin.gov.

If the FEP selects option #1, then the FEP must enter the recipient’s email address.

FEPs must follow the existing process of submitting questions they need assistance with to their CARES Coordinators or backup Coordinators. If the CARES Coordinators or backup Coordinators receive the same error and need further assistance in resolving the issue, they should select the option “Report this Problem via Email,” click “Go,” then complete the required fields in the “Next Steps” section, and push the “Send” button to send the error to the DCF W-2 CARES Help Desk.

To prevent submitting duplicate emails for the same error, FEPs should continue to document in case comments when a case is sent to the Help Desk.

CARES Worker Web System Error Help Logout 3.5 06/27/2016

The following event has occurred:

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

Next Steps

Report this problem

Send to:

Someone in my agency's email:

DCF W-2 CARES Help Desk email: DCFW2CARESHD@wisconsin.gov

My Contact 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.)

Current Size = 0 characters (1000 characters max.)

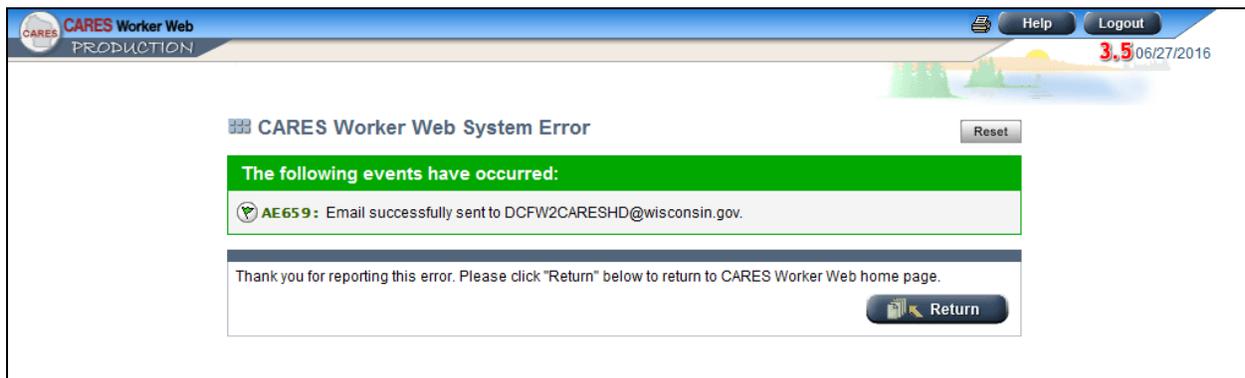
Error Details Expand All Collapse All

Error Context	
Worker Information	
WAMS User ID:	yountna
CARES ID:	XCTA8H
County:	40 - MILWAUKEE COUNTY
User System Information	
Web Browser:	Internet Explorer 11
Enterprise Mode:	Disabled
Java Version:	1.6

If the worker selects the “Cancel” button on the CWW System Error page, the system error is not reported and an email is not sent.

- **Note:** If Coordinators are not able to re-create the error but still need to send the error information to the DCF W-2 CARES Help Desk, they can forward the email from the FEP if the FEP used the CWW System Error page “Report this Problem via Email” option to report the error to the Coordinator.

Once the Coordinator completes the required fields and selects the “Send” button, a green success message is displayed indicating that an error report email was sent to DCF W-2 CARES Help Desk. The Help Desk will respond to the individual that reported the issue.



EMAIL FORMAT

The email sent to the DCF W-2 CARES Help Desk will include all of the information shown below. This includes the contact information that the CARES Coordinator provided, the description of what happened prior to the error, and additional technical information that is needed to research the issue. The individual who submitted the error will be copied on the email, so he or she will have a record of what was submitted to the Help Desk. Coordinators do not need to send an additional email to the Help Desk to report the error once the Coordinator has submitted the error through CWW.

In the event that the Coordinator has additional questions or concerns, he or she should contact the DCF W-2 CARES Help Desk. The Coordinator should not reply directly to the email, as any direct replies will not be answered. If the Coordinator needs to follow up with the Help Desk, he or she should contact the DCF W-2 CARES Help Desk directly and reference the submitted error by the assigned Exception Number. This needs to be done only if there is additional information that was not included in the email submitted through CWW.

CWW Error Report: getGatepost - java.lang.NullPointerException

noreply@wisconsin.gov

Sent: Thu 07/14/2016 3:11 PM
To: DCF W-2 CARES HELP DESK
Cc: Yount, Nathan - VDLT

Message Exception_6820299_UserActions.html (4 KB)

The following exception has been reported:

Worker Information

Name: Nathan Yount
WAMS Login ID: yountna
CARES ID: XCTA8H
Profile: CWW TEST PROFILE #7 - IM AND W2
County: 40 - MILWAUKEE COUNTY
Phone: (608) 807-3723
Email: nathan.yount@wisconsin.gov

What were the actions taken leading up to this error?

On the Employment page, I added a new employment record. I added one row to the Detailed Wage Information dynalist, then calculated the totals for the Totals and Comments section. I did the EVHI verification, which succeeded. Then I clicked Next, which caused the exception.

Error Details

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

Error Context

Identifier: Case 6003186861
Case Mode: Ongoing
System Time: 2016-06-29 12:29:40.661
Page Name: Unearned Income Gatepost
Previous Page Name: Employment
Environment: PRODUCTION
Exception ID: 6820299

User System Information

Web Browser: Internet Explorer 11
Enterprise Mode: Disabled
Java Version: 1.6

Additional Information

Package/Class Name: gov.wisconsin.cares.business.services.UnearnedIncomeEJBBean
Calling Class: gov.wisconsin.framework.presentation.services.FwServiceController
Message Code:
Service Name:
Service Method:
Service Message:
IP Address: YOUNTNA-P1.DWD.state.wi.us
Server Name: YOUNTNA-P1/10.167.90.159
Page ID: AEUGP
Previous Page ID: AEEEE
Operating System: Windows 7
User Agent: Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

AGENCY ACTION

W-2 agencies should ensure that agency staff is aware of this CWW change and that they understand how to use this new functionality.

CONTACTS

For W-2 CARES Processing Questions: W-2 Help Desk

DCF/DFES/BWF/DY