User Support, Release Process, and Bug Tracking

User Support

- **User Support Procedure**
  - All user support questions should be sent by email to:

    riverware-support@cadswes.colorado.edu

Releases

- **Numbering**
  - RiverWare Major.Minor.Patch
    where Major=major version number (currently 4)
          Minor=minor version number (currently 6)
          Patch=patch level number (currently 7)

- **Downloading**
  - From the web site:
    http://cadswes.colorado.edu/users/RiverWare/download_steps.html
  - From the ftp site:
    ftp cadswes.colorado.edu

  For either site, log in as: rwuser

  For passwords contact RiverWare tech support:

  riverware-support@cadswes.colorado.edu

Releases

- Major and minor releases: RiverWare 4.6
  - Generated from latest development
  - Fully tested and verified (usually including a pre-release)
  - Include updated online documentation and release notes
  - Users notified by e-mail and encouraged to upgrade
- Patch releases: RiverWare 4.6.7
  - Generated from last full release with minor enhancements
  - Tested and verified (usually without a prerelease)
  - May include updated online documentation
    - Usually minor enhancements/fixes mentioned in email (also under "notes" link on web site)
  - Users notified by e-mail but may choose not to upgrade

Snapshots

- **Development snapshots:** RiverWare 4.7 Development
  - Generated from previous night's development area
  - Should only be used to test new development
    Should NEVER be used for operations or model building
  - Only tested by overnight regression tests
  - Do not include updated online documentation or notes
  - Concerned users are notified by phone or email

Bugs

- **Filing**
  - Should be done by users, even if tech support verifies
  - Should include information about reproducing the bug
    - Events leading to the bug
    - Exact text of any errors or messages
    - Model, ruleset, and/or dmi in which bug is manifested
- **Follow-up**
  - Filer is contacted by automated email within the business day
  - Bug tracking system notifies filer when status changes (Enhanced web lookup now available)
  - Closed bugs documented in release notes or patch e-mail

This form lets you search the RiverWare bug database. You can search for a bug number, for the bugs you've filed, or for the bugs which contain keywords in the single-line fields or the multiple-line fields.

If you have problems, questions or comments concerning this form, please contact the web master.

Select A Bug by Number...

Bug number: [   ] | Show The Bug |

Bug numbers range from *1* to *~2750*.

Or Select The Bugs You've Filed...

Your name: [   ] | Show The Bugs |

You can include your first name and/or your last name, for example: *Jane, Doe,* or *Jane Doe.*

Or Select The Bugs by Keywords...

Keywords in the single-line fields: [   ]

Keywords in the multiple-line fields: [   ]

| Show The Bugs |