

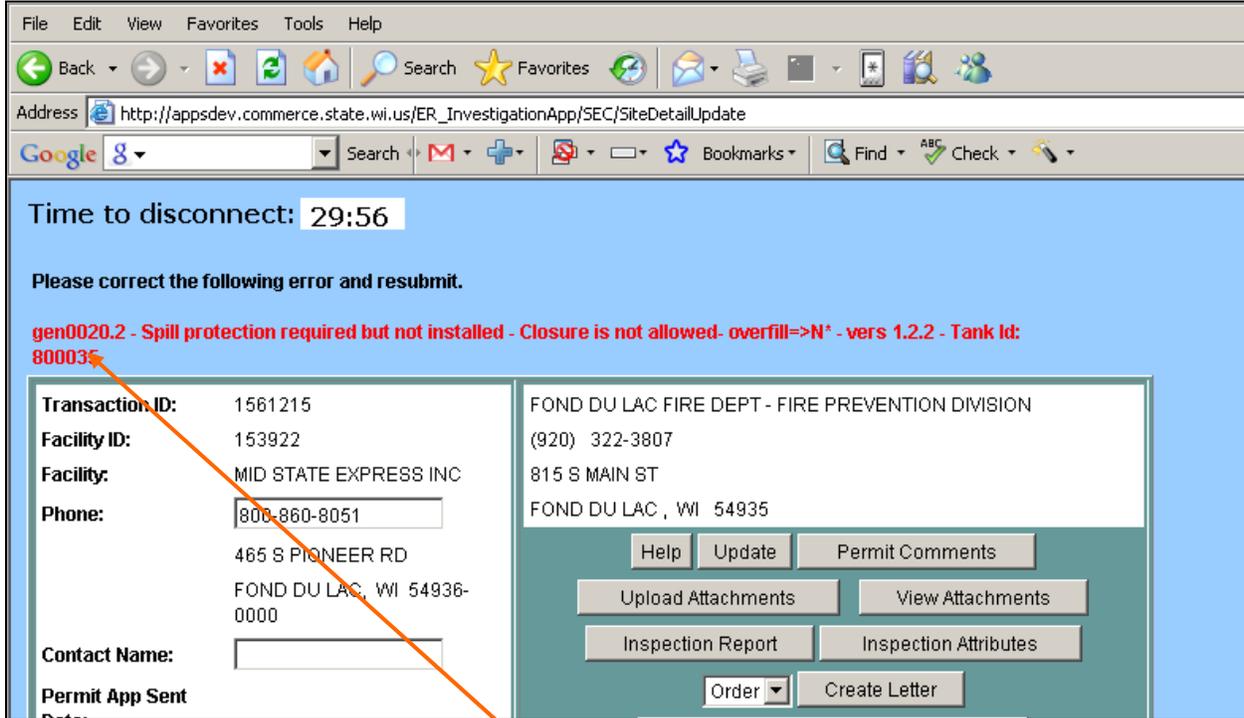
# IIRA PROBLEM REPORTING

In order for the Commerce IT people to adequately assess and resolve the problem they need to have more information provided specific to the error message. This document includes the IIRA problem reporting form and the instructions.

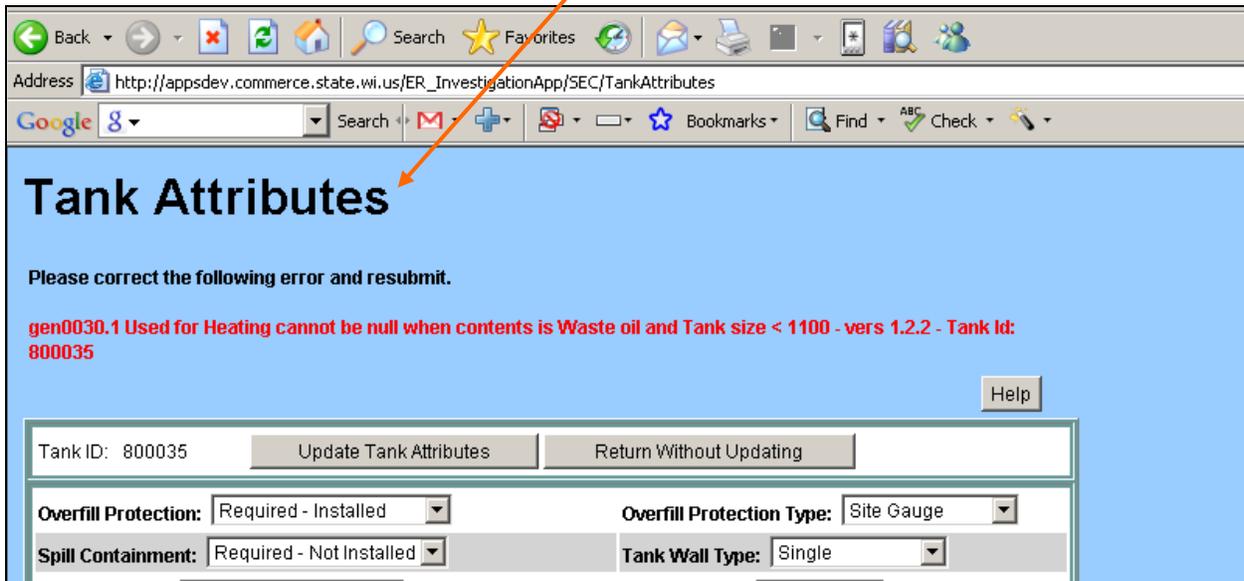
When completing the information for sending to Commerce, save the problem report as a document in your temporary file and delete the instruction pages that follow to reduce the size of the document. Send the report along with the saved attribute page to Sheldon Schall at: <mailto:sheldon.schall@wisconsin.gov>

Name:								
Contact telephone no.								
Transaction ID								
Tank ID								
Tank <i>type</i> (Double click box):	<input type="checkbox"/> AST <input type="checkbox"/> UST							
Application the error message occurred in:	<input type="checkbox"/> Production (Production has a white background) <input type="checkbox"/> Test (Test has a blue background)							
Attribute Name and value (only those that are in the same section as where the problem is) <i>Example:</i> <table style="margin-left: 20px; border: none;"> <tr> <td style="border-bottom: 1px solid black; padding: 2px;"><u>Attribute</u></td> <td style="border-bottom: 1px solid black; padding: 2px;"><u>Value</u></td> </tr> <tr> <td style="padding: 2px;">Tank Size</td> <td style="padding: 2px;">1000</td> </tr> <tr> <td style="padding: 2px;">Used for Heating</td> <td style="padding: 2px;">NO</td> </tr> </table>	<u>Attribute</u>	<u>Value</u>	Tank Size	1000	Used for Heating	NO	<b>Attribute Name</b>	<b>Attribute Value</b>
	<u>Attribute</u>	<u>Value</u>						
	Tank Size	1000						
	Used for Heating	NO						
Error message	See item ❷ in the explanations on the following pages							
Problem Description:								

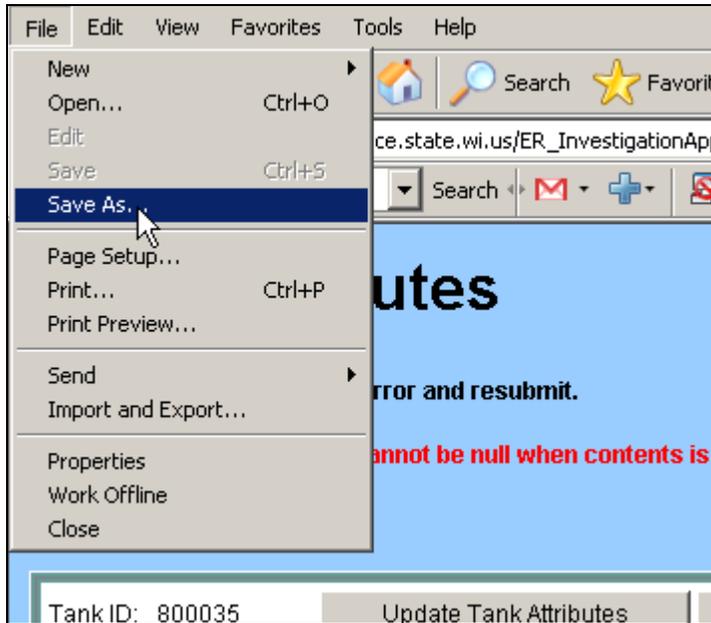
**Example:** Assume that you try to approve an inspection and get the following error message:



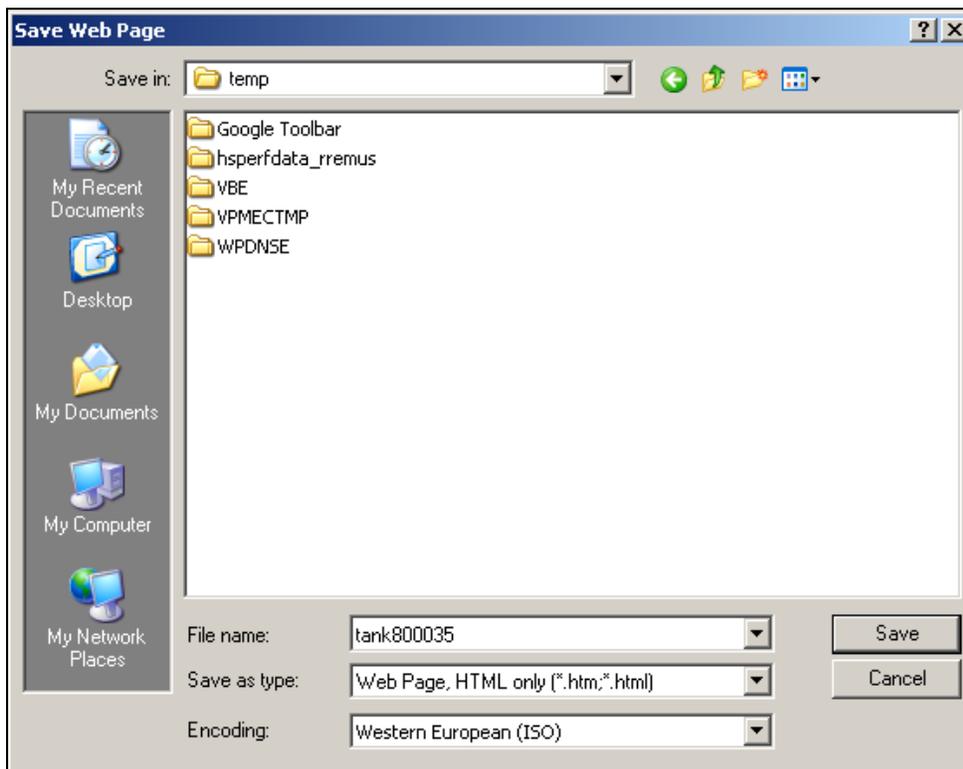
❶ The error message ends with a tank number. The edit error on the first page is of little use to IT. You must go to the tank attribute page and create the same error and then send us that page. Go to the tank attributes for that tank and press the "Update Tank Attributes" button. You should get the same error message.



② Because the IT people need to view the entire page of this IIRA application web page in order to determine the relationship with the error message a “screen print” will not work, therefore, Click on ”File” in the menu bar and then “Save As” in the drop-down of your browser to capture the entire page.



③ Save the screen - we suggest that you use the tank id in the name. For example in this example we are putting the file in the temp directory and naming it tank800035.htm.



④ Attach both the report and the attribute page file to the e-mail to Sheldon Schall.