

User Support, Release Process, and Bug Tracking

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User Support

- New 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 5)
Patch=patch level number (currently 2)

■ 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 4.5
 - 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 4.5.2
 - Generated from last full release with minor enhancements
 - Tested and verified (usually without a prerelease)
 - May now 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 4.6 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:

Bug numbers range from 1 to ~2750.

Or Select The Bugs You've Filed...

Your name:

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: