

VZCost Help Desk Current Contact Results
8/29/2003

Help Desk Rep	Beth Kenney	Beth Kenney	Beth Kenney
Question Comm. Vehicle	Voice message	Voice message	Voice message
Question Date	8/27/2003	8/27/2003	8/27/2003
Question Time	11:47 AM	11:47 AM	11:47 AM

3rd Party Info:			
Name	David Cook	David Cook	David Cook
E-mail name	-	-	-
Phone number	(770) 425-7416	(770) 425-7416	(770) 425-7416
User ID	waattdcook	waattdcook	waattdcook
Valid Id?	Yes	Yes	Yes
Company Name	AT & T	AT & T	AT & T
Filing Name	WA	WA	WA
Preceding Topic	-	-	-
State or FCC?	State	State	State
Jurisdiction	WA Washington State	WA Washington State	WA Washington State

Question Overview	Voice message: "I'm having an issue with creating a new BC run and executing it."	Voice message: "I'm having an issue with creating a new BC run and executing it."	Voice message: "I'm having an issue with creating a new BC run and executing it."
System Question?	Yes	Yes	Yes

Continuation?	No	Yes	Yes
Ref #	HB0006	HB0006	HB0006
Sub Ref #	01	02	03

Time Problem Occurred	-	-	-
Operating System	-	-	-
Version	3.1 Production	3.1 Production	3.1 Production
Module	Basic Components - BC Runs	Basic Components - BC Runs	Basic Components - BC Runs
VzCost Screen Title	-	-	-

Template Name	-	-	-
Problem description	EK call 8/27 2:45 pm ET: He explained that he 1. Created a new Element Calculator run, 2. Created a new Element Loading Run, and 3. Created a new BC Run using an existing BC Family (NAL_2W_VZ_V3.1). He said that the BC Run ran and completed, BUT he got an exception log showing that elements were missing.	Continuation	Continuation
Topic	Exception Log	Exception Log	Exception Log
Previous 3 steps	as above	-	-
Error message	na	na	na
Sent Screen shot?	-	-	-

Priority	Non-Urgent	Non-Urgent	Non-Urgent
Rep Notes	Had him confirm his User ID at the top of the call. Pleasant fellow. Works out of Georgia. Available 3:30 pm - 5 pm Wednesday 8/27/03.	JT inadvertently had him send a screen shot to her e-mail address.	JT inadvertently e-mailed documentation from her e-mail box.

Status	Assigned	Assigned	Answered
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Rep Answer Source	Answer Not Found	Answer Not Found	Answer Not Found
Rep Action	Referred to Contact	Referred to Contact	Referred to Contact
Contact Name	Jeri Takimoto	Jeri Takimoto.	Jeri Takimoto
Contact e-mailed?	Yes	Yes	Yes
Contact called?	Yes	Yes	Yes
Answer Vehicle	Live phone conversation	Live phone conversation	Live phone conversation

Answer	<p><u>EK call 8/27/03 2:45 pm:</u> Explained that VZCost loops through all accounts even if they are irrelevant to a particular study so the exception log probably referred to such accounts. Asked him if he was able to view results; since he had not tried, he was pleased to find results of his BC run. Then he asked: "How can you know if missing account data is irrelevant to a BC Run?" Said that she was confident that the analyst would have checked this interrelationship. However, he wants to know how to check it himself. Said that she wasn't sure how to do so and would have someone call him. He provided the BC Family name as above. He is available today 3:30 pm - 5</p>	<p><u>JT call 8/27/03 4:30 pm ET:</u> Determined that exception log referred to conditions other than accounts irrelevant to his BC Run. Without access to his account, JT could not see the Exception Log so inadvertently asked him to send a screen shot. Also suggested he permit support access to his account if he was comfortable with that. Made sure he understood he could revoke that access at any time and also set a date when access would expire. He permitted access through end of 8/27. (See the "Screen Shot" worksheet for the screen shot.)</p>	<p><u>JT call 8/28 8:05 AM ET:</u> JT asked for and DC extended access though end of 8/28. <u>JT call 8/28 4:30 PM ET:</u> JT explained findings. Without reviewing each exception logged (there were many), isolated two situations which were causing exceptions, both related to the Element Loading Run DC had created and introduced to the BC Run. Explained how that determination was made and how DC could replicate to verify. Bottom line, formulas were expecting variables from DC's Element Loading Run which it was not providing. Explained if that is what DC intended, then his results accurately reflected that intent. DC requested documenting email. JT sent that email 8/28 10:36 PM ET. (See the "Document" worksheet for the text.)</p>
<u>Answer Date</u>	8/28/2003		
<u>Answer Time</u>	4:30 PM ET		

The following document was e-mailed to David Cook 8/28/03 10:36 PM ET.

Dave,

In reference to the question you posed to the Verizon VzCost Help Desk, Reference # HB00006:

The Exception Log for your BC Run "Test ATT 2W Loop_DC_BC Run", lists two types of Exceptions:

- 1) Missing Value - Formula xxx uses element yyy in formula zzz with no values
- 2) Piece of element dropped during calculation - Formula xxx dropped element yyy in formula zzz

You wanted to know how to verify that the exceptions were warnings and not errors yielding unintended results.

Using one of the Exceptions as an example :

"Formula FDR_COP_B_D uses element Loop_Elements.B_FDR_COPA_ERRPT in formula Loop_Elements.B_FDR_COPA_ERRPT with no values - Group: 1"

In Viewing the BC Family associated with this BC Run, the Data Alias, Loop_Elements, is associated with Data Source, LOOP_0305.

From Viewing the BC Run, you see that a Source, LOOP_0305, is associated with Version Test ATT Loop Element Loading (the Element Loading Run you created).

In the Element Loading Runs module, you can select your Element Loading Run and View.

If you look for the element named, B_FDR_COPA_ERRPT, you will find that it is not there.

So although formula, FDR_COP_B_D, includes variable, B_FDR_COPA_ERRPT, that variable is not provided to the formula in the Element Loading Run.

VzCost by logging this exception, is making you aware of this condition so you may verify that this is your intent. If it is, then this exception is not an error that causes the BC Run to yield unintended results.

Looking to the other type of Exception, an example is:

"Formula SAI_B_S dropped element BUS_DS1_COPPER_DEMAND_Geo:WA Group:1 in formula Loop_Elements.B_PEDSAICONDUG_S/BUS_DS1_COPPER_DEMAND - Group:1"

The element, BUS_DS1_COPPER_DEMAND, is a previously defined formula in the BC Family. You know this because it is not preceded by an alias, as a table element would be. Viewing either the BC Family or the BC Run you will find it is the second formula in the BC Family.

The element, Loop_Elements.B_PEDSAICONDUG_S, does have an alias, therefore is from a data table; in this case that associated with the Loop_Elements. From the previous example, you know this is again, your Element Loading Run.

If you look for the element named, B_PEDSAICONDUG_S, you will find that it is not there.

So although formula, SAI_B_S, includes variable, B_PEDSAICONDUG_S, that variable is not provided to the formula by the Element Loading Run. This makes the formula an undefined division formula.

Screen shot sent by David Cook:

Calculation Exceptions - Microsoft Internet Explorer

Calculation Exceptions

BC Run Name: Tert ATT 2W Loop_DC_BC Run

BC Family Name: NAL_2W_V2_BIC_V3.1

Last Modified: 08/27/2003

Formula ID	Type	Exception	Geography
FDR_FBR_R_S	Missing Value	Formula FDR_FBR_R_S uses element	WA
FDR_FBR_R_S	Missing Value	Formula FDR_FBR_R_S uses element	WA
FDR_FBR_R_S	Missing Value	Formula FDR_FBR_R_S uses element	WA
FDR_FBR_R_S	Missing Value	Formula FDR_FBR_R_S uses element	WA
FDR_FBR_R_S	Missing Value	Formula FDR_FBR_R_S uses element	WA
SAI_B_S	Missing Value	Formula SAI_B_S uses element Loop_Elements.B PEDSAICONDUG_S in	WA
SAI_B_S	Missing Value	Formula SAI_B_S uses element Loop_Elements.B PEDSAICONDUG_S in	WA
SAI_B_S	Piece of element	Formula SAI_B_S dropped element BUS_DS1 COPPER_DEMAND Geo:WA	WA
SAI_B_S	Piece of element	Formula SAI_B_S dropped element BUS_DS1 COPPER_DEMAND Geo:WA	WA
SAI_B_S	Piece of element	Formula SAI_B_S dropped element BUS_DS1 COPPER_DEMAND Geo:WA	WA
SAI_B_S	Piece of element	Formula SAI_B_S dropped element BUS_DS1 COPPER_DEMAND Geo:WA	WA
SAI_B_S	Missing Value	Formula SAI_B_S uses element Loop_Elements.B PEDSAICONDUG_S in	WA
SAI_R_S	Missing Value	Formula SAI_R_S uses element Loop_Elements.R PEDSAICONDUG_S in	WA
SAI_R_S	Missing Value	Formula SAI_R_S uses element Loop_Elements.R PEDSAICONDUG_S in	WA
SAI_R_S	Piece of element	Formula SAI_R_S dropped element RES_DEMAND Geo:WA Group:3 in formula	WA
SAI_R_S	Piece of element	Formula SAI_R_S dropped element RES_DEMAND Geo:WA Group:2 in formula	WA
SAI_R_S	Piece of element	Formula SAI_R_S dropped element RES_DEMAND Geo:WA Group:1 in formula	WA
SAI_R_S	Missing Value	Formula SAI_R_S uses element Loop_Elements.R PEDSAICONDUG_S in	WA
DIST_COP_B_D	Missing Value	Formula DIST_COP_B_D uses element Loop_Elements.B DISTCOPBLDG in	WA
DIST_COP_B_D	Missing Value	Formula DIST_COP_B_D uses element Loop_Elements.B DISTCOPBLDG in	WA

Close

Delete

Page: javascript:OpenNewWin('/Home/ShowCalcExceptionLogs.aspx?tk=40291')

Start

4:57 PM

Tim Zawislick

Help Desk Rep	Beth Kenney	Beth Kenney	Beth Kenney
Question Comm. Vehicle	Voice message	Phone conversation	Phone conversation
Question Date	8/1/2003	8/1/2003	8/1/2003
Question Time	02:30 PM EDT	04:50 PM EDT	05:10 PM EDT

3rd Party Info:			
Name	Tim Zawislick	Tim Zawislick	Tim Zawislick
E-mail name	0	0	0
Phone number	(360) 664-1294	(360) 664-1294	(360) 664-1294
User ID	wautctzawislick	wautctzawislick	wautctzawislick
Valid Id?	Yes	Yes	Yes
Company Name	Commission staff	Commission staff	Commission staff
Filing Name	0	0	0
Proceeding Topic	0	0	0
State or FCC?	State	State	State
Jurisdiction	WA Washington State	WA Washington State	WA Washington State

Question	Issue on screen; no option to get to another	1) Browser buttons versus application function buttons. When are Cancel, Done, and Home appropriate?	2) How can I print all the info in the Cost Study filter grid?	3) I want to adjust the FL calibration adjustment factor, rerun all the cost studies, and print them. I need the rerun urgently; Monday would be OK
System Question?	Yes	Yes	Yes	Yes

Continuation?	No	Yes	No	Yes
Ref #	HB0004	HB0004	HB0004	HB0004
Sub Ref #	01	02	03	04

Time Problem Occurred	0			today	0
Operating System	0			0	0
Version		2.4 Production		2.4 Production	2.4 Production
Module	0			Coster - Cost Studies	
VzCost Screen Title	0			filter page	0
Template Name	0			0	0
Problem description	0			2) How can I print all the info in the Cost Study filter grid?	3) I want to adjust the FW calibration adjustment factor, rerun all the cost studies, and print them. I need the rerun urgently; Monday would be OK
Topic	0		Navigation	Printing filter grid	Change factor & rerun
Previous 3 steps	0		0	0	0
Error message			0	0	0
Sent Screen shot?					

Priority	0	Non-Urgent	Non-Urgent	Urgent
Rep Notes			<p>He noticed that there were 2 wire cost studies run on different dates. I showed him how to widen the columns to expose the full study names. For printing the filter contents, we were unable to narrow the columns enough to expose all the relevant info, e.g. Template names, to use [Alt]+[Prt Scrn] since he didn't have SnagIt. Looked in the Filings and Document Set domains to see if there was a list of cost studies; we couldn't find such. He decided to get the list manually.</p>	I did not attempt to answer the question

Status	Answered	Answered	Answered	Answered
Rep Answer Source	Referred to Contact	Direct Rep answer	Answer Not Found	Answer Not Found
Rep Action	Answered by Rep	Answered by Rep	Referred to Contact	Referred to Contact
Contact Name	Beth Kenney	None	Jeri Takimoto	Jeri Takimoto
E-mail sent to Contact?				Yes
Phone call made to				
Answer Vehicle	Voice message left	Live phone conversation	Live phone conversation	Live phone conversation

<p>Returned call at 4:10 pm EDT. Left voice message that I would call him again in 30 minutes. Also indicated that he might leave another message in the Help Desk voice box clarifying the issue.</p>	<p>The Home button always works. Cancel and Done may be appropriate depending upon what process and where in the logic tree the user finds himself. Walked through example of Data Browser and use of "Done" button after viewing data.</p>	<p>Complete Answer: <u>During JT second contact:</u> Asked Tim what he was looking for in a listing of Cost Studies from the filter page. He confirmed he wanted a checklist of the studies that were in the filing. I directed him to Report "Filing_VZCostStudyIndex_052003.rpt" as a good summary of the type of information he was looking for. Also explained that the Printable Grid is available on some screens, but not all. Also explained that sometimes the same Cost Template is used to run more than one Cost Study in a single filing, for example, when there is a run at a jurisdiction level as well as at a density cell level.</p>	<p>Complete Answer: <u>First JT contact:</u> Tim wanted to remove FLC factor from cost studies and rerun all cost studies. He accomplished this by following instructions provided by DR 7-35. Following are some of the specific steps he took: replaced .76 with 1.0 in FL_CALIBRATION entries in Investment_Calibration_Indices table; made a copy of the WA filing, hit Rerun on this copy of the filing. Not being able to view his account, I cannot verify everything that he did. <u>Second contact 08/04/2003, approx. 10:30 am CT:</u> Tim wanted to run report of results from his rerun filing. He expected to see all reports rerun in the Reports filter page with his name as Owner. I explained to him, all reports do not rerun automatically. After verifying it was a filing-level report he wanted to see, I told him that he could select the specific report(s) he wants to see and specify his rerun filing in the Parameters screen. I walked him through this process. When I ended call, he was looking at his new report and commented that those results were different from the original filing, i.e. the changes he made to</p>
<p>Answer Date</p>	<p>08/01/2003</p>	<p>8/4/2003</p>	<p>8/4/2003</p>
<p>Answer Time</p>	<p>04:50 PM</p>	<p>10:30 am CT</p>	<p>9:30 am CT</p>