Task

Subject: PFAS - Troubleshooting Map Rendering Problem(s)
Start Date: 2/26/2020
Due Date: 3/31/2020

Status: In Progress
Percent Complete: 0.03

Total Work: 0
Actual Work: 0

Owner: Montilla, Alex

From: Thomas, Kenneth
Sent: Friday, February 21, 2020 3:18 PM
To: Thomas, Kenneth; Montilla, Alex; Dai, Qi; Chastain, Bryan
Cc: Andrew Stoeckle
Subject: PFAS Analytic Tool - performance testing with user
When: Wednesday, February 26, 2020 4:00 PM-5:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: at your desk

Test this app

Ex. 5 Deliberative Process (DP)

with an ORD end user to attempt to reproduce the issues previously seen and gather more information about the behavior

Test Results

	OC Test Results	ORD Tests Results
1) In the Industry Sector tab, what do you see for the industry a) counts and b) active? << OLE Object: Picture (Device Independent Bitmap) >>	Count= 113,377 Active = 66,819	There is at least one row missing industry sector label. Counts not recorded
2) Does the map render (it's usually the last thing)?	Yes	No
3) In the table, is the ECHO Facility Report populated with a linked (FRS) ID?	Yes	No FRS ID presented
4) In the table, if you sort by industry (both directions) do you see any blank records.	No	Yes

From: Dai, Qi <Dai.Qi@epa.gov>
Sent: Thursday, February 27, 2020 9:29 AM
To: Montilla, Alex <Montilla.Alex@epa.gov>; Andrew Stoeckle <Andrew.Stoeckle@erg.com>; Matthew Heyward <Matthew.Heyward@erg.com>
Cc: Chastain, Bryan <chastain.bryan@epa.gov>; Thomas, Kenneth <thomas.kenneth@epa.gov>
Subject: Follow up to the EPA PFAS Analytic Tool testing session yesterday

Alex and others:

Thank you very much for working with us with the EPA PFAS Analytic Tool testing session yesterday afternoon !

Here is a brief summary about the EPA PFAS Analytic Tool testing session yesterday:

1. Alex used his EPA machine to show us those problems described in the table in the email below. We saw those problems from Alex's shared display.
2. Alex was able to get all contents displayed correctly at the beginning of the testing session. Then the problems started during the middle of this testing session. The problems were gone on its own near the end of the testing session. It appears that the problem does not happened all the time. It occurs sometime and it does not occur in other times.
3. Alex experienced the same problems with the EPA PFAS Analytic Tool on both EPA Intranet version (qlikviz) and EPA public access version (edap).
4. Bryan and Ken has tried the EPA PFAS Analytic Tool from their EPA machines and did not see this problem. Andrew and ERG folks have tried the EPA PFAS Analytic Tool and did not see this problem. Other EPA OECA staff in DC have not seen this problems. It seems that only EPA ORD peoples at the EPA RTP campus have been experiencing this problem so far.

Next steps to follow up:

1. Alex will work with other ORD folks at the EPA RTP campus to test this EPA PFAS Analytic Tool again. Alex and others ORD folks will create a HAR file that will record all requests and responses the web browser makes with the web application. Alex and other ORD folks can send those HAR files to us and we will do some debug works using those HAR files. The file below contains steps on how to create the HAR file:

   How to generate the HAR file.docx

   << File: How to generate the HAR file.docx >>
2. Bryan and Ken will investigate this problems by reviewing the codes of this EPA PFAS Analytic Tool.
3. Ken will open a Qlik support ticket with qlik.com about this problem. It is likely that the qlik.com support staff will ask for that HAR file from users who encounter this problem.
4. Ken and I will schedule a time with Alex so that we can go to the EPA ORD RTP office and use our EPA laptop in EPA ORD RTP campus office. We will see if we can duplicate this problem through this process.

Let us know if you have any question or suggestion.

Thank you very much !

Qi Dai
Technical Lead, EPA National Geospatial and Data Visualization Support
ITS-EPA III Infrastructure Support and Application Hosting
General Dynamics Information Technology
79 T.W. Alexander Drive, Bldg 4401, Suite 400, Durham, NC 27709
T:919-200-7398 | M: Ex. 6 Personal Privacy (PP) | dai.qi@epa.gov

From: Montilla, Alex
Sent: Thursday, February 27, 2020 10:32 AM
To: Buckley, Timothy <Buckley.Timothy@epa.gov>; Scheitlin, Tom <Scheitlin.Tom@epa.gov>; Pilant, Drew <Pilant.Drew@epa.gov>; Barrette, Michael <Barrette.Michael@epa.gov>; Gillespie, Andrew <Gillespie.Andrew@epa.gov>
Cc: Andrew Stoeckle <Andrew.Stoeckle@erg.com>; Dunn, Nathan <dunn.nathan@epa.gov>
Subject: FW: Follow up to the EPA PFAS Analytic Tool testing session yesterday

Good Morning Everyone,

The email below provides an update of the troubleshooting we are doing to better understand some quirky behavior reported to us first using the ECHO PFAS Analytics Tool and then most recently the NDPE. I need your help gathering information for the analytics group. The problem we've experienced, primarily in ORD, are the following: Maps fail to render; Qlik is nonresponsive; data tables show incorrect sums. Please take moment to access the Qlik tool(s) and test each layer. Follow the instructions in Qi's document (see highlight below) and then send the results to me and I will forward to the analytics group. I thank you in advance for your help.

NDPE

Ex. 6 Personal Privacy (PP)

ECHO PFAS Analytic Tools (For those with user accounts)

Ex. 6 Personal Privacy (PP)

Thanks,

Alex

From: Montilla, Alex
Sent: Thursday, February 27, 2020 11:00 AM
To: Dai, Qi <Dai.Qi@epa.gov>; Andrew Stoeckle <Andrew.Stoeckle@erg.com>; Matthew Heyward <Matthew.Heyward@erg.com>
Cc: Chastain, Bryan <chastain.bryan@epa.gov>; Thomas, Kenneth <thomas.kenneth@epa.gov>
Subject: RE: Follow up to the EPA PFAS Analytic Tool testing session yesterday

Good Morning,

You'll see an email from my student Nathan Dunn. Here are my latest results from the ECHO PFAS Analytics Tool.

qlikviz.epa.gov.har qlikviz.epa.gov-1...

Thanks,

Alex

From: Montilla, Alex
Sent: Thursday, February 27, 2020 11:02 AM
To: Gillespie, Andrew <Gillespie.Andrew@epa.gov>
Cc: Andrew Stoeckle <Andrew.Stoeckle@erg.com>
Subject: FW: Follow up to the EPA PFAS Analytic Tool testing session yesterday

Hi Andy,

I know you are busy. As Andrew mentioned we are troubleshooting these issues. Below are some instructions. If you have a moment, I'd appreciate if you could take a look at Qi's Word Document and capture what is happening for us. The process is simple and straightforward. Shoot me the logs this creates and I will forward to the analytics support team. Thanks in advance for your help.

Best,

Alex

27 February 2020. I spoke with Andrew Schulman (OECA/OC) and he told me that the problem may be caused by which version of the PFAS Analytic Tool a person is hitting. In the case of ECHO the tool states and public users hit the Qlik public server while EPA people go to the internal Qlik server. The tool is duplicated on both servers and may behave differently.

From: Montilla, Alex
Sent: Thursday, February 27, 2020 3:58 PM
To: Dai, Qi <Dai.Qi@epa.gov>; Thomas, Kenneth <thomas.kenneth@epa.gov>; Chastain, Bryan <chastain.bryan@epa.gov>
Cc: Andrew Stoeckle <Andrew.Stoeckle@erg.com>; Schulman, Andrew <Schulman.Andrew@epa.gov>
Subject: PFAS Analytic Tool Map Rendering

Hi All,

I wanted to share the following with you to help in your troubleshooting. These are the various links to the PFAS Analytic Tool and the National PFAS Data Explorer (NDPE). Note: we've seen the rendition problem in OECA as well as ORD now.

EPA Employees (Internal Qlikviz server)

- **NPDE**

Ex. 6 Personal Privacy (PP)

- **ECHO PFAS Analytics Tool**

Ex. 6 Personal Privacy (PP)

- **Qlik App on Everyone Stream**

Ex. 6 Personal Privacy (PP)

State User (External Edap server)

- **PFAS Analytic Tools (ECHO)**

Ex. 5 Deliberative Process (DP)

If you already have this information please disregard. Please let me know if you need more information.

Thanks,

Alex

From: Schulman, Andrew <Schulman.Andrew@epa.gov>
Sent: Thursday, February 27, 2020 3:51 PM

To: Barrette, Michael <Barrette.Michael@epa.gov>; Montilla, Alex <Montilla.Alex@epa.gov>
Cc: Andrew Stoeckle <Andrew.Stoeckle@erg.com>
Subject: RE: Follow up to the EPA PFAS Analytic Tool testing session yesterday

Alex, Andrew and I had a Skype meeting to look at this. We determined quickly that it's not an ECHO problem. It's something in Qlik, and the Analytics team is going to need to solve it. Results are inconsistent depending on the user, mashup or native app, and edap or qlikviz. So far it seems to work pretty well on edap, which is good news.

Analytics is working on it, and if they can't figure it out they can ask Qlik for help. Alex will keep us informed of their progress and what they figure out.

Andrew E. Schulman
Office of Compliance
U.S. Environmental Protection Agency
202-564-5244

From: Dai, Qi <Dai.Qi@epa.gov>
Sent: Thursday, February 27, 2020 3:57 PM
To: Montilla, Alex <Montilla.Alex@epa.gov>; Chastain, Bryan <chastain.bryan@epa.gov>; Thomas, Kenneth <thomas.kenneth@epa.gov>
Cc: Matthew Heyward <Matthew.Heyward@erg.com>; Andrew Stoeckle <Andrew.Stoeckle@erg.com>; analytics <analytics@epa.gov>
Subject: RE: Follow up to the EPA PFAS Analytic Tool testing session yesterday

Alex:

Thank you very much for forwarding those test results to us !

We will let you know as soon as we find any useful info from those test results.

We have several meetings scheduled tomorrow already. Ken and I will contact you to schedule a time to visit your ORD office at the EPA RTP campus sometime next week.

Thanks again.

Qi Dai
Technical Lead, EPA National Geospatial and Data Visualization Support
ITS-EPA III Infrastructure Support and Application Hosting
General Dynamics Information Technology
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T:919-200-7398 | M: Ex. 6 Personal Privacy (PP) | dai.qi@epa.gov

6 March 2020. The analytics team reached out to me yesterday to see if I could disable a Chrome feature (login). I could not. I had Nathan try and he could not. They realized that they have admin rights and we do not. Hence, the chances are that the setting has nothing to do with what we are seeing (or not seeing). The team is continuing to look into this.