

Production Form Tips

Communication Purpose

The purpose of this communication is to provide some helpful tips for submitting Production forms.

Tip Scenario #1

User attempts to submit a Production form when an EDD file has been uploaded but the processing is not complete.

Impact

A background error will occur. Then, when the user subsequently attempts to open the form, they will receive a Background Processing Error on the page.

How do I know if the form is still processing?



When the form is processing you will see a banner at the top that looks like this.

The system is still processing an EDD for this form. The form will be read only until processing is complete.

What to do

Make sure that the form has completed processing BEFORE submitting.

You can accomplish this in the following ways:

1. Periodically refresh the page by clicking the internet browser refresh button  in the top left of your browser window
2. Periodically refresh the page by clicking the blue circle  in the lower right corner of Section 4. Production Data
3. Navigate away from that Section 4. of the form by clicking back or next

You may have to refresh the page a few times depending on the number of wells on the report.

You will know the report has finished processing when the banner above no longer appears.

Tip Scenario #2

User attempts to submit a Production EDD with invalid data. (i.e. decimal numbers where whole numbers are required, non-numeric characters where numeric characters are required)

Impact

A background error will occur. When a user subsequently attempts to open the form, the user will receive the Background Processing Error on the page.

What to do

We recommend using the EDD template in WellSTAR that has validations in place to prevent submitting with invalid data.

If your Organization does not use the WellSTAR template, and choose to create your own version, please make sure your data is valid. (i.e. decimal numbers where whole numbers are required, non-numeric characters where numeric characters are required)

If you still have issues submitting production reports, please email: Doggr-Prod@conservation.ca.gov

If you have general WellSTAR question you can email wellstar@conservation.ca.gov.

Any WellSTAR technical issues should be sent to the service desk by calling 916-327-6260 or sending an email to servicedeskmail@conservation.ca.gov.

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