CHS v2.0 Release FAQ

(last updated April 30,2021)

General

- Where can I find more help?
    - Take a look at the Quick-Guide to start out, or the User's Guide for more details or answers to specific questions. If these FAQs are not helping in resolving a question, please reach out to us at CoastalHazardsGroup@erdc.dren.mil. There is a recommended format for emails on the Contacts Tab of the website and at the bottom of this FAQ.

- What if I want to provide a comment?
    - Please email us as the information is helpful. Please use the recommended format for emails on the Contacts Tab of the website and at the bottom of this FAQ.to send us your comment.

- Is there more information about the studies, CHS, or the PCHA framework?
    - Take a look at the Menu Bar. If you are seeking more documents, also check out the Legacy Website.
    - For referencing CHS, please use the following citation:
    Nadal-Caraballo, N.C.; Campbell, M.O.; Gonzalez, V.M.; Torres, M.J.; Melby, J.A., and Taflanidis, A.A., (2020). Coastal Hazards System: A Probabilistic Coastal Hazard Analysis Framework. Journal of Coastal Research, 95(sp1), 1211-1216. https://doi.org/10.2112/SI95-235.1

Map Navigation

- How can I reduce refresh time on the map?
    - You may zoom more quickly using the + or – icons rather than scrolling with your mouse.
    - Only select the condition/region from the Navigation Pane that you want to view. Alternatively, select one condition/region for navigating and then turn on the other conditions before you select data for download with the selection tools. Note that at least one (1) condition must be selected prior to zooming into the map for selecting save points of interest.

- When I switch studies, the map does not refresh and focus on the new study area.
    - Zoom out to Level 7 or higher before switching studies (using the – icon is fastest)

- I have a narrow window and the popup information box is under the menu bar. I can't close it.
  - Dock the popup window using the double box icon in the top left corner.

  - The shape I drew with the Data Selection Tools (polygon, rectangle or circle) was not quite right? Is there a way to see the shape I drew on the map once I close the polygon (or release the edge of the rectangle or circle)? Can I adjust the shape? This is not an option at this time. You may filter within the Save Point Selection Window by coordinates, Save Point IDs, or other information once the area is selected or go back and re-select.

File downloads

- Why isn't my file downloading?
  - If you saw a pop-up alert that informed you that files are downloading, it may be taking a long time or the request may have failed. See ways to speed up download below.

- The file didn't download. I didn't receive an error or explanation.
  - There is only an alert to notify you the request has been made at this time.
  - We have not limited the file download capacity as in previous versions of CHS (when users had to download all files associated with a save point). Download time now depends on the user's selection of files, save points, number of users on the site and tools being used, as well as a user's own system speed. If downloads are taking too long, consider downloading as H5s or selecting less points or less files.

- How can I speed-up downloads?
  - CSV files take longer to download due to conversion time. Consider using a file converter locally after downloading H5 files. Converters may be available in the Tools Menu, but may require certain software or installation. Please review the available tools there.
  - Selecting less data can reduce time: selecting fewer points, selecting fewer files, or selecting files that are smaller (peaks or statistics rather than timeseries).
  - Consider your connection: Can you turn off a VPN safely? Can you use a faster connection nearby? Can you download at a different time when less users are likely to be online (not just after a new release, at odd hours)

- When I expand the zip file I get an error about the path length ('Path too long')
  - Try right-clicking on the zip file and select the "extract all" option
  - You can try navigating in the zip file itself (in Windows) to a directory of interest, then right-click on that directory, and then select the "extract all" option.
  - If you have moved the zip file to a directory on your computer that already has a long path, try moving to a directory with a shorter path and then extract the zipfile.

For emailing your questions or comments regarding CHS, please use the following format:

Thank you for using this release of CHS v2.0. In the best interest of providing the user an informed answer and to keep a record of any error reported, please provide the following information with your question in an email to CoastalHazardGroup@erdc.dren.mil:

Email: Example User@mailserver.com
Response Requested: *Yes or No*

Date: Example: October 5, 2021

Browser and version used: Example: Chrome 90.0.4430.72.

Study: Example: SACS

Condition or Region: Example: Base Conditions

Problem: Error or problem description

Report: (Paste below any error message or attach a snapshot if you prefer)

Please include here any additional comments or suggestions you may have about the Web Tool