Needed Information at the Time of Opening a Support Request

It is particularly important to us, that the support cases can be handled as efficient as possible, in order to minimize processing time from support notification to problem solving.

Your cooperation is crucial - help us to help you! The following information is usually necessary for an internal analysis and possible transfer to our development team:

General Information

- ✓ Detailed description – including screen shots – of all steps that have been performed before the problem occurred

- ✓ Environment where the problem occurred – Production or Test environment?

- ✓ Description of regularity (always, sometimes) and reproducibility of the error

- ✓ If used – files that have been processed (such as images to be imported)

- ✓ Modifications (such as a Firmware-Update), that could be responsible for the changed behaviour; and other relevant information

- ✓ Urgency of the problem and impact on business processes

- ✓ Contact person (name, email, phone) and deputy that can be contacted in cases of absence

Application Information

- ✓ Name and version number of the module or the PlugIn, where the error occurred (Please also send screenshots – for scopeArchiv: Menu Bar => Help => Info)

- ✓ Screenshot of the filled out Login window

Database Environment

- ✓ Version of Oracle and database name

Client Environment

- ✓ Name and version of the Operating System (such as Windows 7 – 64bit)

If the above information is available at the time of the ticket creation, then we are able to isolate and reproduce the issue faster. Besides it will usually also reduce additional requests for information.