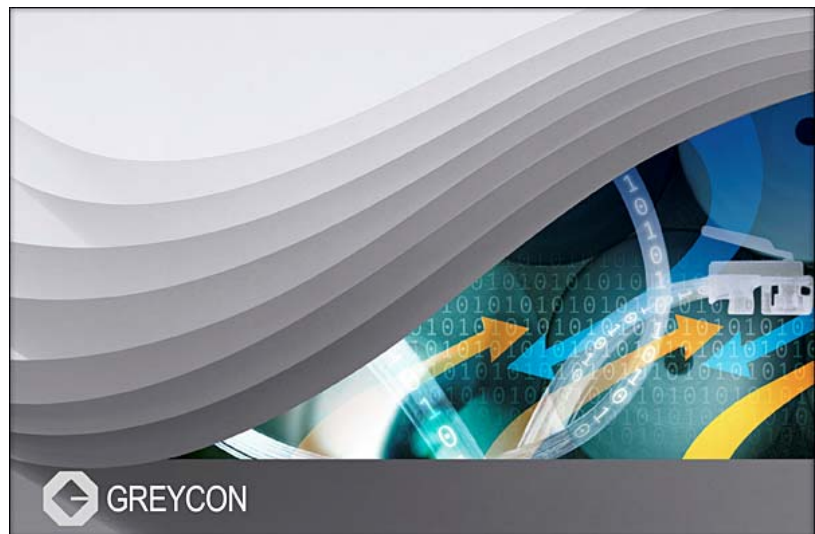


How to report issues

Greycon Suite Customer Support



Document Version 1.2



GREYCON

www.greycon.com

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Version 1.2

10 June 2008


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Version Control

Version	Date	Who	Comments
1.0	05 Apr. 2007	GP01	Initial version.
1.1	14 May. 2008	GP01	Video captures section.
1.2	10 Jun. 2008	KT01	Detailed urgency

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1 Objective of this document

This document gives hints to adequately report issues found while using the Greycon Suite (X-Trim, S-Plan, etc.) in order to get a faster solution.

2 Reporting an issue

Issues normally arise while using a specific function of the software, with a specific set of data, and after a specific sequence of steps. Thus, all this information is needed to reproduce, investigate and fix the issue.

The clearest way to provide all this information is an email, as you can add as much detail as you want, and include data, images, documents or even videos as attachments. However on critical issues, we encourage our clients to also make a phone call to our support office (see: <http://www.greycon.com/support/help-request>).

The basic pieces of information needed are:

- A title for the issue (normally the email subject, when reported by email).
- Your company name (and site if relevant).
- Name, Phone and extension (particularly important for critical issues).
- The product and module where the problem is found.
- The version of the Greycon Suite you are using.
- The urgency of the problem reported (according to your support contract SLA).
- Relevant environment details (e.g. Production, Citrix).
- A brief description of the issue.
- The data necessary to replicate the issue (see below).
- Replication steps (see below).

2.1 Including Data

Most issues only appear with specific data, and thus this data is needed when trying to investigate and solve the issue.

2.1.1 X-Trim Runs

The simplest case are X-Trim issues which just need a run to be replicated. You can export an X-Trim run to a zip file by clicking on the Export Run button on the runs list. See the X-Trim manual for the details.

2.1.2 Workarea exports

S-Plan issues or X-Trim issue related to import or release operations may require to export a full workarea and even provide some external data if necessary.

See the Greycon Administrator manual for instructions on how to export a workarea.

If the resulting file is large please consider sending as suggested under “Sending large attachments” below.

2.1.3 Full Database Backups

In some cases it is faster to provide a full database backup (or dump in Oracle). Db backups are often very big. You should always compress the file before submitting and even compressed you may consider sending as suggested under “Sending large attachments” below.

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2.1.4 Integration Manager messages

For IM related issues, you should provide both the S-Plan data (the workarea) and the specific message that is failing, which can come in the form of an Excel spreadsheet.

2.2 Replication steps

The replication steps are a detailed description of the operations performed by the user from the moment the application was started to the point the issue appears.

Some problems are easily repeatable, and involve few specific steps. However, there are other issues that only occur if some specific actions are performed in a specific order, and in a specific environment (dataset).

Since you don't know when an error first appears if it will be easily replicable, you may want to take a screen capture of the error right away, just in case, as detailed below.

2.2.1 Using screen captures

Some concepts or steps are difficult to describe with words. In this case screen shots are the best option.

There is software specifically designed to capture screen shots, but the simplest way is using the "Print Screen" key in your keyboard and pasting in a Word document. If you don't have Word installed, you may want to use MS Paint, which is part of Windows. Note that the default format in Paint is .bmp, which gets quite large image files, that should be compressed before sending, or save as .jpg instead.

Once you have the images you want, you can reference them from your email (or text document) and add comments explaining what is wrong and what were you expecting instead.

2.2.2 Using video captures

In some cases you may want to record the steps you performed instead of describing them with words, by using a video capture software. There are many commercial ones, but we recommend the CamStudio, which is free and available for download at the following link:

<http://www.camstudio.org/CamStudio20.exe>

2.3 Sending large attachments

When the attachments you plan to send are larger than 5 MB even after compressing them, you should consider just referencing them in you email, and submitting them separately in one of the following ways.

2.3.1 YouSendIt

The best way to submit your data in a fast and private way is using the YouSendIt service, putting your file in the Greycon DropBox in the following link:

<http://dropbox.yousendit.com/GreyconLtd1013360>

2.3.2 FTP

You can also use a temporary folder in our FTP server at:

<ftp://ftpgla.greycon.com/temp>


User: temporary

Pass: tmp123\$

2.4 Relevant environment details

There are other pieces of information that are relevant in some specific cases. The simplest one is to know if the problem appears in the production environment or if it is in a testing one.

The usage of Citrix or similar Terminal Server configuration is also relevant, since some issues can only be replicated in this environment but not when using a locally installed machine.

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Other issues can't be replicated as they were caused by network problems that occurred just once or intermittently. This should be considered when submitting issues.

3 Sample email reporting an issue

The following sample email reports an issue with all the information suggested above, but in very few words.

From: MyName@MyCompany.com

Subject: "Problem is unfeasible" error trying to solve

Attachentes: run0001.zip, image1.jpg

We get an error when trying to *solve* a run in *X-Trim*, version *6.4 SR4 Patch 4*, which we need fixed *asap*, as it is preventing us from solving the run *in Production*.

Attached you can find the problematic run.

The replication steps are:

- 1) Start X-Trim, (import and) open the run
 - 2) Press the solve button. You will see the error shown in image1.jpg.
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