

What information is required to expedite infraEnterprise/Service Manager troubleshooting?

To help *Griffin IT* and *VMware Support* expedite your technical support for an infraEnterprise/Service Manager issue, please provide the information detailed in the sections below:

Details of the error or issue

- A detailed description of the issue
- Detailed steps used to recreate the issue or error
- How many users are affected
- Is the issue re-creatable on demand?
- Is the issue re-creatable on a Test environment?
- How long has the issue been occurring?
- If a performance issue, please specify:
 - Which functions/screens are affected
 - What the actual and expected response times are for each function/screen
 - Whether a pattern has been noticed
- Does the issue commencement coincide with any changes made to the system, the server, the network, any configuration changes, or fixes/patches applied?
- If your organization uses acronyms or other internal names for processes, please let us know what they mean to avoid confusion.
- If modified files are involved, please include all relevant details, e.g.:
 - Were they modified with Request Submission Designer, etc?
 - List all affected fields, additional customization information, or any other details that would be needed to recreate the issue.

Screenshots and other supporting documents

It is very useful to illustrate recreation steps with screenshots showing the process followed to produce the error. Please also send screenshots when configuration settings are shown or needed. If your issue involves reports or any other generated documents, please attach copies of those reports for our review.

Event Log Errors and Warnings

If the issue causes errors or warnings to be written to your windows application event log, please send us the event log in EVT format as follows:

1. On the application server navigate to **Start > Administrative Tools > Event Viewer**
2. Right-click on **Application**, select "Save Log File As" and select ***.evt**.
3. Save the file and either attach it to the call via the [Griffin IT Customer Portal](#) or email it to support@griffinit.com.au.

Note: If the event log is large you may need to co-ordinate an alternative delivery method with Griffin IT.

Script Errors

If you receive a script error please take a screenshot and forward the details to support. If you do not have **Script Debugging** enabled, please enable it in order to capture a log of the error, then recreate the error with script debugging on and attach the results to the call. To enable Script Debugging within Internet Explorer, do the following:

1. Go to **Tools > Internet Options > Advanced** tab.
2. Make sure that "Disable Script Debugging (other)" and "Disable Script Debugging (Internet Explorer)" are not checked.

Details of your internal issue investigation

All infraEnterprise/Service Manager technical issues need to be recorded within your own Service Support software system (eg your onsite implementation of infraEnterprise). Please provide a detailed copy of the relevant support call logged in your system, in a PDF file format

All technical support issues, and their supporting documentation, are to be logged via the Griffin IT Customer Portal:

<http://support.griffinit.com.au/Clients>