

How do I get my support questions documented correctly?



Introduction

The first step in a support cycle is to understand your question clearly. Without knowing what's actually wrong it is impossible to provide a solution or to help you.

These 3 steps are the questions you need to ask yourself when describing your issue. Please be as transparent as possible in describing what happened and send the correct documents with it.

Step 1 : Try to understand what the question is about

This is just a matter of describing in detail what happened and when. Keep in mind that we do not know your environment (what editor you use, what printer data stream, documents stored in IFS or QDLS, ...)

Step 2 : Try to get the correct information to reconstruct the question

In order for us to recreate your issue, a document and data is needed. Send it along together with your question. (OV and DTM documents, which steps you took)

Step 3 : Try to reconstruct the situation

When you have gathered documents and data, try to reproduce the situation in an isolated way, away from you application. List, step by step, which actions are necessary to reproduce the issue.

Step 3 : Document all information using the template

Useful information types

For each type of question, several types of information can be useful to identify what is wrong. Please find below a table of common information sources that might help in the identification process. Use this table only as a guideline. If additional information is needed, our support team will contact you.

Further in this explanation, you will find a detailed description on how/where to find the requested information.

	Import	5250 editor	MS Word User Interface	Resolve / Merge	AFP print	SCS print	PCL print
OS/400 version	X	X	X	X	X	X	X
DTM version + PTF level	X	X	X	X	X	X	X
DTM Ms Word User Interface version			X				
Client (PC) Operating system and version		X	X				
Editor used		X	X				
5250 device used		X					
Printer device used					X	X	X

Data stream used					X	X	X
Original OV/400 document	X	X	X	X	X	X	X
DTM document	X	X	X	X	X	X	X
Files, queries, SQL, ... used during merge				X	X	X	X
Command used	X	X	X	X	X	X	X
Included documents used				X	X	X	X
Job log	X	X		X	X	X	X
OV/400 transition parameters	X	X	X	X	X	X	X

OS/400 version

Use the command WRKLICINF

DTM version + PTF level

CHKPRDOPT PRDID(1DTM400)

Use DSPJOB to check the details of the CHKPRDOPT command. Copy paste the information in your e-mail in case you find any errors

DSPPTF LICPGM(1DTM400), if you have multiple versions of DTM installed, press enter until you see the version you are using. Use the first number of the PTF that is temporarily or permanently applied.

DTM MS Word UI version

In DTM's Explorer window, press the Help menu. In the "About" menu item you will find the version number.

Client operating system and version

Client OS (Win 95, 98, ME, NT ... OS/2, Linux, ...)

Version information if applicable e.g. Windows NT 4, Service pack 6)

Editor used

Are you using the 5250 editor or the MS Word User interface to edit your documents.

5250 device used + version

Is your 5250 device a dumb terminal, provide us with the model and type + the device description. If possible specify the model and type of controller you are attached to.

If you are running an emulator package on a PC, provide us with the name and version of that package (eg. Client Access Express 5.01). Don't forget to mention your Client OS (e.g. Win 2000)

Printer device used

Model and type of printer. Specify how it is attached (twinax, TCP/IP, connected to a PC, using a remote controller)

Are there any special things that should be mentioned like fonts that are handled by a font cartridge in the printer, images that are downloaded to the printer using a printer specific technique?

Data stream used

What data stream are you using to print a document? This is very important since there are important differences between AFP and SCS.

Job Log

If your **job runs in batch**, submit the job with these parameters:

```
SBMJOB CMD(thisisyourcommand) LOG(4 0 *MSG) LOGCLPGM(*YES)
```

As a result of that, a detailed job log will be printed automatically.

If your **job runs interactive**, before reproducing the issue, change your job to generated detailed information by using this command:

```
CHGJOB (4 0 *MSG) LOGCLPGM(*YES)
```

When the issue has been reproduced, print your job information by using following command :

```
DSPJOB OUTPUT(*PRINT) OPTION(*JOBLOG)
```

In either case, submit the printed output to Inventive Designers

OV transition parameters

These are most of the time useful when it comes to questions regarding OV like commands (EDTDOC, CRTDOC, MRGDOC, ...)

Additional information

Type of issue

There are three types of Scriptura issues:

Bug	A bug is a problem or malfunction in Scriptura.
New Feature	A suggested improvement or enhancement to Scriptura.
How to use	A question about how to use Scriptura.

Severity level

Detailed below is a guide to assess the severity of your problem. You can attach a severity of 1, 2, 3, or 4 to your problem, where:

Sev 1

Use of the supported programs in *production* is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service.

The operation is mission critical to the business and the situation is an emergency. There is no workaround available. Performance issues are not Severity 1 incidents.

Sev 2

You experience a severe loss of service.

Important features are unavailable with no acceptable workaround. However, operations can continue in a restricted fashion.

Sev 3

You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Sev 4

You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

An artificial increase of the severity of your problem does not result in quicker fixes. Inventive Designers queries your assessed severity if it seems too high. Severity levels are based on the service levels covered by your support contract.