



# CheckList for Support-Requests

d.velop AG  
 Support  
 Schildarpstr. 6-8  
 D-48712 Gescher

E-Mail: [support@d-velop.de](mailto:support@d-velop.de)  
 Fon: +49 (0) 25 42 / 93 07 - 6000  
 Web: <http://helpdesk.d-velop.de/ticket>

**Availability**  
 Mo - Fr 8:00 a.m. - 5:00 p.m. CET

 This list is intended to simplify the collection of required information. Please send a separate e-mail/fax for every request or incident. This makes the creation and management of the tickets easier.

 **The information printed in bold in the following table are obligatory.** Without this information it is often impossible to process the issues quickly.

## Part I: Customer data

At which customer did the problem occur?	
<b>Company (customer)</b>	
Street	
ZIP City	
Contact (Title, name)	
Phone	
E-mail address	
Who is reporting the issue?	
<b>Contact (Title, name)</b>	
<b>Phone</b>	
E-mail address	
Company (if not customer)	
ZIP City	
Does a maintenance/support contract exist?	
Yes, with the d.velop AG	<input type="checkbox"/>
Yes, with a d.velop partner:	<Name of the partner>
No	<input type="checkbox"/>

## Part II: Problem description

Affected products/modules	Product name, version
<b>Versions</b>	<d.3 server version, Database Management System + version also compare part III System environment>
<b>Problem description</b>	
<b>Error-number, -ID, Detailed error-text</b>	
Screenshot	
<b>Messages from the d.3 logviewer possibly in the debug-mode</b>	<Please send us the entire d.3 log file.> Additional hints can be found on page 3.
<b>When did the problem first occur?</b>	<Date>
<b>Did it ever work before?</b>	
<b>Were any modifications applied to the hardware-, network- or software-environment?</b>	
Installation problem?	<Tell about the installation steps / Detailed procedure>
<b>Did you encounter/report a similar problem before?</b>	<d.velop Ticket-Number>
Is the problem ...	<Machine-specific>, <NT-user-specific>, <d.3-user-specific> <Document-specific> <How many documents are affected?>
<b>Information on the product/module</b>	<Configuration-files or settings, possibly separate log file> <Does the affected program/module run as a service?>
<b>How can the problem be reproduced?</b>	<Detailed procedure>
What have you done so far to analyze or to solve the problem?	<Detailed procedure>
Are you operating hook functions or workflows?	<Please provide the hook functions and workflows, if possible>
Which other customer-specific extensions/modules are operated?	<List of extensions/modules>
Hostimp problems	For an analysis, the following information is required: <ul style="list-style-type: none"> <li>the JPL-files + ERR-files + possibly default.ini</li> <li>d.3 server-configuration-files: d3fixed.ini, d3config.ini, d3addon.ini, aktplan.ini</li> </ul>
Async problems	<ul style="list-style-type: none"> <li>d.3 log file</li> <li>d.3 server-configuration-files: d3fixed.ini, d3config.ini, d3addon.ini, aktplan.ini</li> </ul>
Performance problems	<ul style="list-style-type: none"> <li>d.3 log file in debug mode</li> </ul>
<b>Which systems are affected?</b>	
<b>Which machine(s) is/are affected?</b>	<Machine-/ server-name, machine-function (client-machine, DB-server, d.3-app+file-server, d.cold, d.web, ...)>
<b>Physical or virtual machine?</b>	<Product name and version of the virtual solution>
<b>Operating system of the machine?</b>	<OS-name, version, 32-/64-bit, service pack, language>
<b>Which archive is affected?</b>	<Productive, Test, Development, Demo, Training> <Archive-name>

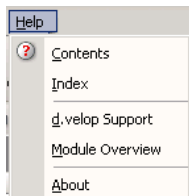
Problem effects	
How does the issue affect the daily work?	<Brief description>
How many clients are affected?	<Number>
Until when	
<ul style="list-style-type: none"> <li>do you require a response at the latest</li> </ul>	<Date; time>
<ul style="list-style-type: none"> <li>should the problem be solved</li> </ul>	<Date; time>
Priority	
Critical	<System stand-still, nobody can work or loss of data imminent> As long as the problem priority is set to "critical", a contact must be available on the side of the customer, who is familiar with the d.3 system and the DB system.
High	<Urgent problem, function range is severely restricted, great number of machines are affected>
Medium/Normal	<Small restrictions, work is possible>
Low	<No restrictions of the daily work> e.g. for suggestions of new functionality

## Notes on the support-Zip-container and on the d.3 log file



In case of client problems, you should generate a **support.zip-container**.

The d.3 explorer provides the respective function under → Help → d.velop Support



During the process, the application d3support.exe in the d.3 client-program-directory is executed.

The support-container includes information on the client-environment and possibly the **d.3 log file** of the server as well as the **d.3 server configuration**, if a Windows-user with Windows-admin-privileges is creating the container.



The **d.3 log file** – visible in the d.3 logviewer – is an important source of information for many server- and client-problems.

The d.3 logviewer displays the file name and path of the log file under → Options → Log Setup.

**Please send us the entire d.3 log file in zipped form**, if the size of the zipped file permits it (< 10 MB).

If the log file is too large, relevant excerpts should be written to a text file and then zipped.

# CheckList for Support-Requests

## Part III: System environment

<b>System</b>	
System-type	<Productive, test, development, demo system, ...>
<b>Database</b>	
Database server	<Server-name>
Operating system	<OS-name, version, 32-/64-bit, service pack, language>
Hardware / virtual?	<CPU, RAM, harddisks> <Virtual solution>
Database system	<Name, version, service-pack, language>
Special conditions	e.g. Cluster, ...
<b>d.3-System</b>	
d.3 application+file-server	<Server-name>
Operating system	<OS-name, version, 32-/64-bit, service pack, language>
Hardware / virtual?	<CPU, RAM, harddisks> <Virtual solution>
d.3 version	<Name, version, service-pack>
Special conditions	e.g. Hook functions, workflow, cluster, ...
<b>d.cold</b>	
d.cold-server	<Server-name>
Operating system	<OS-name, version, 32-/64-bit, service pack, language>
Hardware / virtual?	<CPU, RAM, harddisks> <Virtual solution>
d.cold-version	<Version, service-pack>
Special conditions	
<b>Additional d.3-components</b>	
Additional servers (d.3 web,d.3 search, ...)	<Server-name>
Operating system	<OS-name, version, 32-/64-bit, service pack, language>
Hardware	<CPU, RAM, harddisks>
Product information	<Program-name, version>
Special conditions	
<b>Storage-solution</b>	
Jukebox	<Vendor, type, drives, slots>
Jukebox-Controller	<Type, operating system, version>
Centera	
NetApp	
Other	
<b>d.3-Client</b>	
Operating system(s)	<OS-name, vers., service-pack, language, Terminal server/Citrix?>
Hardware	<CPU, RAM, harddisks>
d.3-Client	<Version>
Special conditions	
<b>Scan-workstation</b>	
Operating system(s)	<OS-name, version, 32-/64-bit, service pack, language>
Hardware	<CPU, RAM, harddisks>
Scan-Software	<Name, version>
Scanner	<Model, port>