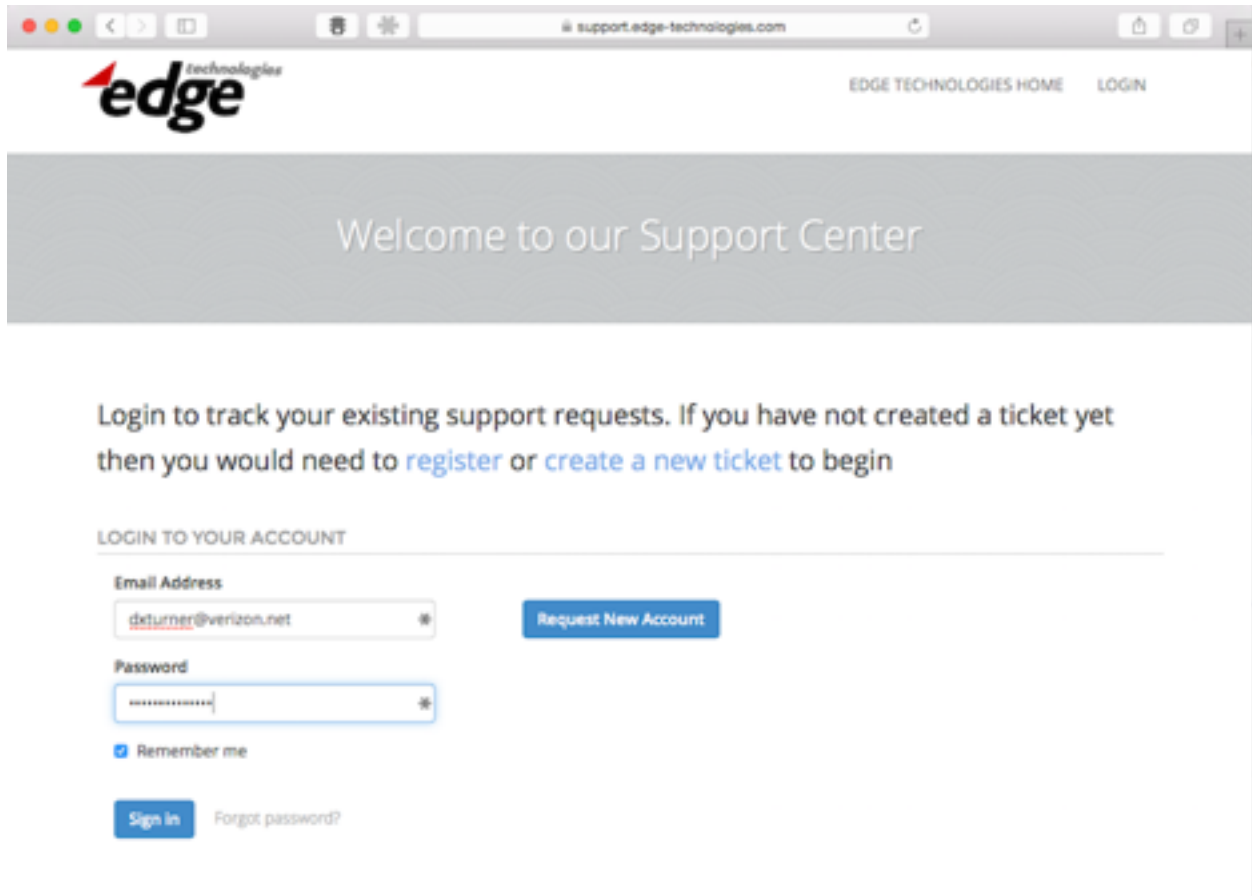


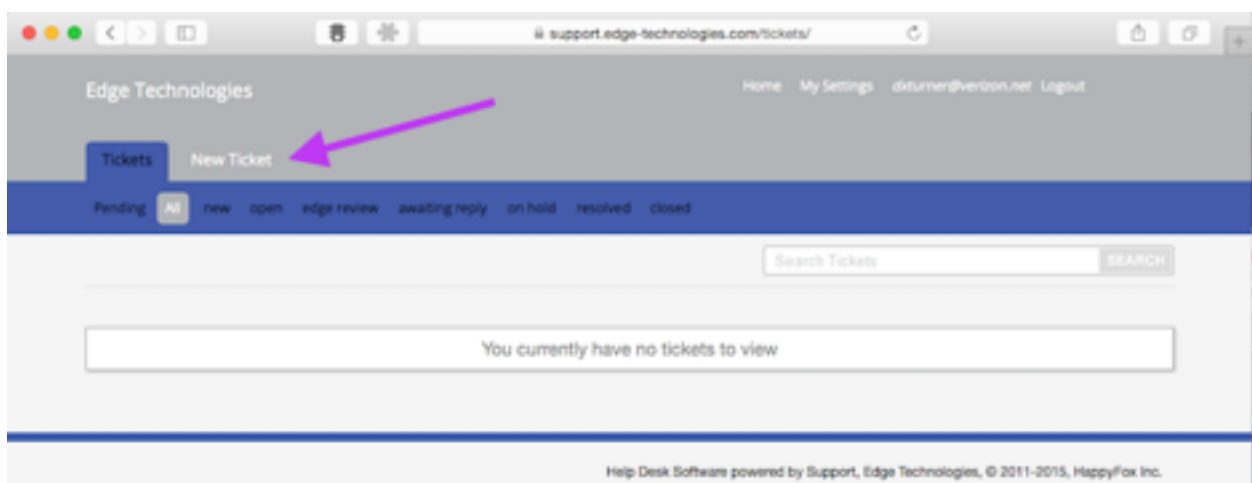
Creating a New Ticket Online

Register and log in at <https://support.edge-technologies.com>



The screenshot shows the login page of the support center. At the top, there is a navigation bar with the 'edge technologies' logo on the left and 'EDGE TECHNOLOGIES HOME' and 'LOGIN' on the right. Below the navigation bar is a large grey banner with the text 'Welcome to our Support Center'. The main content area contains a message: 'Login to track your existing support requests. If you have not created a ticket yet then you would need to [register](#) or [create a new ticket](#) to begin'. Below this message is a section titled 'LOGIN TO YOUR ACCOUNT'. It features two input fields: 'Email Address' with the value 'dturner@verizon.net' and a 'Request New Account' button to its right; and 'Password' with a masked password '*****' and a 'Sign in' button to its right. There is also a 'Remember me' checkbox which is checked, and a 'Forgot password?' link next to the 'Sign in' button.

Select the 'New Ticket' tab



The screenshot shows the 'tickets' page of the support center. The browser address bar shows 'support.edge-technologies.com/tickets/'. The page has a header with 'Edge Technologies' on the left and 'Home My Settings dturner@verizon.net Logout' on the right. Below the header is a navigation bar with two tabs: 'Tickets' and 'New Ticket'. A purple arrow points to the 'New Ticket' tab. Below the navigation bar is a blue bar with the text 'Pending All new open edge review awaiting reply on hold resolved closed'. Below this bar is a search bar with the text 'Search Tickets' and a 'SEARCH' button. Below the search bar is a large white box with the text 'You currently have no tickets to view'. At the bottom of the page is a footer with the text 'Help Desk Software powered by Support, Edge Technologies, © 2011-2015, HappyFox Inc.'

Complete the requested ticket detail fields

Category (required)

This is the default and only selection available is 'Edge Support' and is intended to help us categorize support requests for different departments such as 'Edge Sales' or 'Edge Services'

Priority

The default value is 'Normal.' Other choices include 'Low', 'High' and 'Critical.' Priority choice guidelines and examples:

Low - Request does *not* require a same day response. Issue is related to information and documentation requests, basic 'how to use' questions, and other similar issues not currently effecting software operation.

Normal - Request may require a same day response. Issue is related to features not functioning as expected, product integration module (PIM) issues, licensing, data collection errors, error messages in the console, implementing new widgets or data sources, user access, 'how to' recommendations or other similar issues that are not restricting or inhibiting normal operations.

High - Request requires same day response. Issue is related to production operations with end users being impacted to some degree though the system is primarily up, operating and accessible.

Critical - Request requires an immediate response. The Edge software is inaccessible, non-operational or end users are being seriously impacted.

Product Name (required)

Choices are AppBoard and enPortal. Once the product is selected, a drop down menu for selecting the appropriate version is provided.

AB Version (required)

Choices include 2.3.x, 2.4.0.x, 2.5.0.x, 2.5.1.x, 2.5.2.x. If not an exact match, select the highest or lowest version number that is closest and note in the 'Message' the exact version information.

EN Version (required)

Choices include 4.x, 5.3.x, 5.4.x, 5.5.x. If not an exact match, select the highest or lowest version number that is closest and note in the 'Message' the exact version information.

Product Integration Module Issue

Choice is YES or NO. It is intended to indicate that the issue is directly related to a Product Integration Module (PIM). If the YES option is chosen, you will be presented with drop down menus and check boxes to specify which PIM is having the issue (see sample screenshot below)

Product Integration Module Issue
 YES

Product Integration Vendor Name
 IBM

IBM Applications
 Netcool Configuration Manager (TNCM) Intelliden 3.1

IBM PIMs

<input type="checkbox"/> ibm.impact_pimA	<input type="checkbox"/> ibm.itnmip_pimC	<input type="checkbox"/> ibm.itnmip_pimD
<input type="checkbox"/> ibm.itnmip_pimE	<input type="checkbox"/> ibm.reporter_pimC	<input type="checkbox"/> ibm.taddm_pimB
<input type="checkbox"/> ibm.tbsm_pimC	<input type="checkbox"/> ibm.tbsm_pimD	<input type="checkbox"/> ibm.tbsm_pimE
<input type="checkbox"/> ibm.tcr_pimB	<input type="checkbox"/> ibm.tcr_pimC	<input type="checkbox"/> ibm.tip.common_pimA
<input checked="" type="checkbox"/> ibm.tip.common_pimC	<input type="checkbox"/> ibm.tip.common_pimD	<input type="checkbox"/> ibm.tnpm_pimB
<input type="checkbox"/> ibm.tsrn_pimA	<input type="checkbox"/> ibm.tsrn_pimB	<input checked="" type="checkbox"/> ibm.webgui_pimE
<input type="checkbox"/> ibm.webgui_pimF	<input type="checkbox"/> ibm.webtop_pimD	<input type="checkbox"/> intelliden_pimA
<input type="checkbox"/> micromuse.ism_pimA	<input type="checkbox"/> micromuse.precisionip_pimB	<input type="checkbox"/> micromuse.precisiontn_pimA
<input type="checkbox"/> micromuse.proviso_pimA	<input type="checkbox"/> other	

Detailed choices available for PIM related tickets

Installation/Project Location/Name (required)

This is intended to provide a 'common name' reference for a particular installation. In many cases customers have more than one instance of the software installed and this free-form text field is intended to help identify a specific installation.

Environment (required)

Choices include 'Demonstration', 'Production', 'Test and Development' and 'Training'. Similar to the 'common name' entry, this is intended to provide a way to help identify a specific installation and allow a way to prioritize any particular customer or partners tickets.

Operating System (required)

Choices include 'Linux - Red Hat', 'Linux - SUSE', 'MS Windows' or 'Solaris.' Once a platform is chosen the user is presented with a drop down selection of supported versions. If the specific operating system version is not listed, choose the closest suitable version available and note the actual version in the 'Message' section.

Issue Type

These are general issue categories to help us track and report on the most common types of issues. It is not required, however, the input is appreciated. If 'Other' is selected, please feel free to include your own 'Issue Type' in the 'Message' section.

Subject (required)

This is a required field and should contain a short, specific description of the issue. This will be the 'Subject' in email communications. Please avoid a generic subject entry such as "Support Request" or "Data Collection Error" if possible.

Message (required)

This is a more detailed explanation of the issue and should include any information that may be necessary to replicate the issue, detailed information on how and when the problem was observed, any information on recent configuration changes, any information regarding impact on users, and any other useful troubleshooting information.

NOTE: Please take advantage of the 'Attach a File' option (above the 'Subject' entry) to attach any log files or screenshots. To attach more than one file, you must select 'Attach Another File' after the initial attachment.

NOTE: You can include others that need to be informed about the ticket in the 'CC' or 'BCC' fields. If they reply to the email their comments will be added to the ticket.

Submit the New Ticket

Click 'Create Ticket' to submit the information provided and generate a ticket. Email notifications will be sent out automatically.

Clicking 'Reset' will clear all of the previously entered information and allow you to start over.

Clicking 'Cancel' cancels the transaction and takes you back to the 'Tickets' page.

The screenshot shows a web form for creating a new ticket. At the top, there are links for "Add CC", "Add BCC", and "Attach another file". Below these is a "CC" field containing the email address "other.person@needs.to.be.included.com". There are two "Choose File" buttons; the first is for "TNPM_IE1...sible.png" and the second is for "Changes By Status.txt", each with a "Remove" link. The "Subject *" field contains the text "kiosk mode session expires after one hour". The "Message *" field has a rich text editor with a toolbar (bold, italic, underline, font family, font size, link, unlink, list, ul, indent, outdent, undo, redo) and contains placeholder text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat massa quis enim. Donec pede justo, fringilla vel, aliquet nec, vulputate eget, arcu. In enim justo, rhoncus ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis eu pede mollis pretium. Integer tincidunt. Cras dapibus. Vivamus elementum semper nisi. Aenean vulputate eleifend tellus". At the bottom of the form are three buttons: "Create Ticket", "Reset", and "Cancel".