Creating a New Ticket Online

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

Select the 'New Ticket' tab

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

☐ ibm.impact_pimA	☐ ibm.itnmip_pimC	☐ ibm.itnmip_pimD
☐ ibm.itnmip_pimE	☐ ibm.reporter_pimC	☐ ibm.taddm_pimB
☐ ibm.tbsm_pimC	☐ ibm.tbsm_pimD	☐ ibm.tbsm_pimE
☐ ibm.tcr_pimB	☐ ibm.tcr_pimC	☐ ibm.tip.common_pimA
☑ ibm.tip.common_pimC	☐ ibm.tip.common_pimD	☐ ibm.tnpm_pimB
☐ ibm.tsrm_pimA	☐ ibm.tsrm_pimB	☑ ibm.webgui_pimE
☐ ibm.webgui_pimF	☐ ibm.webtop_pimD	☐ intelliden_pimA
☐ micromuse.ism_pimA	☐ micromuse.precisionip_pimB	☐ micromuse.precisiontn_pimA
☐ micromuse.proviso_pimA	☐ 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 an 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 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.