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[Home](#) > [Support](#) > [Support level 3](#) > [RFS requirements](#) > Required information

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## **Required information** [1]

Where to start an RFS? The following are some questions that will help you gather the information required to solve problems.

### **Clients and devices**

- **Ask the end-user or the Help Desk - When did you first see this problem?**
  - Did it work before - is this a new problem?
  - What happened prior to the error? (Errors, new password, updates applied, wrong password entered...)
- **Check if device is using current version**
  - Is the correct DME Client installed
  - Did you try to restart the device?
  - Normal reboot of device
  - Remove battery and restart device
- **On device - did you check...**
  - Is the device/platform on the supported device list
  - Is the device using latest firmware (and when did the user update (if at all))
    - Did you try to update the firmware - problem still there?
  - Is the time on the device correct?
  - Do you have a stable network connection?
    - Check with a browser or similar
    - Check Client log for issues
  - Is this problem also found on other similar devices?
    - Other users (how many) are also affected and who is not
    - Also on other device types?
- **Did you try to remove and reinstall the DME Client?**
  - Did it solve the problem?
- **Did you try to import data on the DME Client again?**
  - Did it solve the problem?
- **Collect the following device information:**
  - Device manufacturer (e.g. Nokia)
  - Device model (e.g. E75)
  - Device firmware version
  - Device log (see Excitor Support Knowledge base for device logs)
  - Any screenshots from the device that shows the issue or error
  - Is this a new or existing user (did it work before or is this a new user)
  - How many users are affected and how are they impacted

### **Server**

- **Is this a new or existing DME installation?**
  - Did it work before?
  - Did you run the Connector tests?

- What were the results?
- **Please review device settings and group memberships**
  - Does everything look as it expected?
- **Did you review the warnings and errors in the weblog (expanded)?**
  - What did it show?
- **Did you try lowering the synchronization window?**
  - Reason: Less data synchronized and for finding entries with problems
    - Did it solve the problem? (recommend - check sync time before and after)
- **Is it a performance issue?**
  - How long does synchronization take?
  - How long does the LDAP lookup for users take?
- **Collect the following information:**
  - Warnings and errors from the weblog
  - Customer device specific settings
  - All the information from the client
  - Login information to DME Web Interface for Excitor Support

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**Source URL (modified on 2012-10-04 15:32):** <https://resources.solitonsystems.com/support/required-information>

#### **Links**

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