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[Home](#) > [Support](#) > [Support level 3](#) > [RFS requirements](#) > The support ticket

[The support ticket](#) [1]

Before actually entering the support ticket (RFS), please consider the following:

- **Did you collect all relevant information from the device?**
 - From End user, IT/Superuser and your own work
- **Did you analyze and collect all information from the server part?**
 - Please provide only relevant log information (amount may differ, talk to support about what is needed)
- **Did you check the knowledge base for known issues?**
- **Did you test on different devices (one is not enough - and you need more than one device type!)**
- **Please structure the information in "Steps To Reproduce" (STR)**
 - This in order for Excitor Support to verify the problem and speed up the resolution process and to avoid doing work already done by you.
- **Please structure all relevant information gathered in the resolutions process up until now**
 - Go to the Excitor Support Portal and create a support ticket
 - Fill out as many of the fields you can. In the description field please provide all the information you collected and prepared earlier, including the work you did
 - Add request and work closely together with Excitor Support until ticket is closed.

PDF generated from Excitor Resource Center

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

Links

[1] <https://resources.solitonsystems.com/support/support-ticket>