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[Good ticket, bad ticket](#) [1]

Example of a good support ticket:

99999 - Problem with the Search Global address book function in Android version 3.5.8

On DME Client 3.5.8 for Android, we are getting consistently the error in attached file error.png.

- We are using SEARCH - Global address book.
- Typing in a name and clicks the Search icon.
- Gets a result list from the server.
- We are choosing a person on the list, to get more information about that person and now we are getting the error.

We have tried from 3 different Android mobiles - but are getting the same error on each of them.

Attached are also the log file from each of these 3 mobiles, which are:

Type: GT-i9100

Android version: 2.3.3

DME Client: 3.5.8

Type: HTC Desire

Android version: 2.2

DME Client: 3.5.8

Type: LG-P990

Android version: 2.2.2

DME Client: 3.5.8

We have tried the same function on iOS with version 3.6 and 3.5.14. Here it works fine.

Example of a bad support ticket:

99999 - iPad fails to connect displaying error information (screenshot attached) - Trial

Hello,

Please advise.



Attached photo.png

PDF generated from Excitor Resource Center

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