

The following is a list of things to look for and/or ask before contacting customer support.

**1. Determine where the problem is happening (Software/Database/File Server/PC)**

- What is the Version Number of the Software being used? Use Help>About to find the exact number and alpha character that identifies the patch level. Compare this to the path being used if there are multiple versions of the software on your file server. Print the screen and save to a word document.
- What database is being used? Get the exact database name by using Help>About>Login Info. Print the screen and save to a word document. Use sfipath.exe or Registry APP PATH Changer to compare with the version of the application software. They should be compatible, for example the correct version of the database used with the same version of the software, C-5 database structure used with C-5 software (not used with C-6 software.)
- Is this production or test? Compare the database you logged into (from above) with the one the software is using.
- Is this situation happening on multiple workstations or just one workstation? With one user id or on multiple workstations with different user id's?

**2. Ask yourself these questions, and have the answers ready for us:**

- Can the issue be reproduced on the same workstation?
- Can the issue be reproduced on another workstation or under another user id?

**3. Is this a new occurrence or did it ever work?**

- If it did work, what has changed? If you find yourself answering nothing, take a closer look. Go back and find out what was different (procedure, data, timing, database, state of PC, patch application, etc.). Software does not react differently to the same input unless something has changed.
- If it never worked, research your procedures in the documentation. Make sure you are using the software properly.

**4. Try to recreate the issue in a test database or a different database. Document everything you've tried step by step.**

**5. Gather screen prints, step lists, setups & printouts (samples) whenever possible. Attempt to establish a clean "paper trail" of the issue.**

**6. What exact keystrokes did the user input to get to the problem?**

Have the user step you through the exact keystrokes while you reproduce it again so you will be able to explain the problem to us.

**7. If the user exits out of the application and re-enters, can the issue be reproduced?**

This is particularly important when changes have been made to the Setup Options, which don't take effect until the user exits the application and then re-enters. Try rebooting and attempting the process again.

**8. Make sure the database is functioning properly.**

Try to connect to the database through a different tool or software. Check to see if stored procedures are loaded correctly and are valid (see database maintenance section for more details). Try another similar function call to the database on another screen or by another menu option.