





Ticketing Information Fabasoft Support Services

Copyright © Fabasoft R&D GmbH, A-4020 Linz, 2025.

Alle Rechte vorbehalten. Alle verwendeten Hard- und Softwarenamen sind Handelsnamen und/oder Marken der jeweiligen Hersteller.

Durch die Übermittlung und Präsentation dieser Unterlagen alleine werden keine Rechte an unserer Software, an unseren Dienstleistungen und Dienstleistungsresultaten oder sonstigen geschützten Rechten begründet.

Aus Gründen der einfacheren Lesbarkeit wird auf die geschlechtsspezifische Differenzierung, z. B. Benutzer/-innen, verzichtet. Entsprechende Begriffe gelten im Sinne der Gleichbehandlung grundsätzlich für beide Geschlechter.

Content

1 How to use the Fabasoft Support Service Desk	5
1.1 Overview	5
1.2 Create a new Ticket	5
1.3 Open an existing Ticket	5
1.4 Create follow-up Ticket	6
1.5 Possible Processing States	6
1.6 Research	6
1.7 Product Changes	6
2 What information to include in a Service Desk Ticket	7
2.1 Case Description	7
2.1.1 Error messages on Use-Cases	7
2.1.2 "Access denied" messages	8
2.1.3 Unexpected behaviour of a Use-Case	8
2.1.4 Issues with Conversion	8
2.1.5 Issues opening and editing documents (Folio Extension, Folio Client)	8
2.1.6 Issue with specific Web Browser	9
2.1.7 Connection issues (Web->Backend->Database)	9
2.1.8 Authentication issues	9
2.1.9 Issues on Fulltext Search (Mindbreeze)	9
2.1.10 Setup and Update related issues	10
2.1.11 Performance issues	10
2.1.12 Distributed Transactions (Microsoft DTC, Fabasoft DTM)	10
2.2 Log Files	11
2.3 Case Description Details	11
2.3.1 Approach for Reproduction	11
2.3.2 Expected Behaviour	11
2.3.3 Screenshots	11
2.3.4 Screenshots of Application	11
2.3.5 Screenshots of Security Settings	11
2.3.6 Infrastructure Overview	14
3 Fabasoft Lizenz-IDs und Lizenz-Sets	15
3.1 Fabasoft Lizenz-ID	15
3.2 Fabasoft Lizenz-Sets	15

1 How to use the Fabasoft Support Service Desk

Last update: 26 January 2024

Within the <u>Fabasoft Support Service Desk</u> in the Fabasoft Cloud you have the possibility to get technical support to your specific problem from a Fabasoft product expert.

This article describes how to use the Fabasoft Support Service Desk in the Fabasoft Cloud.

1.1 Overview

A ticketing teamroom is your entry point. You can easily create new tickets, or view and edit existing tickets.

The teamroom shows all existing tickets with the current processing state. A description of the processing states can be found in a separate section in this document ("Possible Processing States").

1.2 Create a new Ticket

Please click "*Create Ticket*" in the left navigation (Actions) to create a new ticket. In the following form you have to enter the key data to your specific request. Note that the more precisely you describe your problem, the faster Fabasoft Support can deliver a solution.

If you want to upload attachments (e.g. screenshots or log files), you can either drag & drop objects into the *"Attachments"* field or press the upload button and browse through your local filesystem. It is possible to upload every file type available in the Fabasoft Cloud and if your file type is not supported, it is stored as a content object. We recommend putting the files in a ZIP container before uploading them. Please note that there is a limit for the maximum file size depending on your Fabasoft Cloud Edition.

It is also possible to reference an already existing object from your Fabasoft Cloud. In the *"Referenced Tickets and Product Changes"* you can reference to other tickets as well as product changes.

After creating a ticket, it will be processed by our Fabasoft Support team. If the support engineer responds to your ticket you will see a change of the processing state and you will receive an email.

1.3 Open an existing Ticket

If you want to get more details to an existing ticket, or if you want to add additional information, open it with a single click. Another way to open an existing ticket is by clicking on the button "Open Ticket" in the email-notification you receive after an answer from Fabasoft Support.

All relevant data is available on the displayed form. The communication is displayed chronological with the latest entry always on top.

Now you have the following possibilities:

- Answer: You can always add additional messages and/or attachments to your ticket, as long as it is not closed.
- Close Ticket: Please close the ticket if your problem has been solved or your question is answered.
- Send: You can send an object pointer of your ticket.

1.4 Create follow-up Ticket

The use-case "Create follow-up Ticket" enables you to create a new ticket based on an existing one. You will be able to create a new ticket within one of the ticketing teamrooms you have access to. Following the corresponding wizard, you can select attachments and copy parts of the conversation of the current ticket you want to attach to the new ticket. Using "Create follow-up Ticket" you are able to continue working on an already closed ticket.

1.5 Possible Processing States

State	Description
Work in Progress	A support engineer has been dedicated to your request and is currently working on it.
Waiting for Customer	The support engineer has additional questions concerning your request or offers a possible solution to your problem. Please provide the information needed or test the solution. If the solution works, please close the ticket. If not, you can reply to the dedicated support engineer with " <i>Answer</i> ".
Closed	The ticket has been closed and your problem is solved.
Anonymized	The ticket has exceeded the retention period and has been anonymized for privacy reasons. Please note that we will automatically anonymize tickets after 10 years if not agreed upon otherwise.

1.6 Research

You do not know in which ticket a concrete topic has been discussed or you are looking for an overview of your product changes? Use the Fabasoft Cloud search to find the matching objects very quick. All metadata and all attachments will be considered for the search. Mindbreeze is used for this research functionality.

1.7 Product Changes

For required product changes the Fabasoft Support creates objects of the class *"Product Change"*. These objects are linked to their corresponding tickets and vice versa, and you can track the processing state of your reported wishes or product changes.

Especially for product problems there are possibilities to get a hotfix for the concrete problem under certain circumstances. The regulations are described in your service agreement with Fabasoft.

If a hotfix will be created, the handling will be done in the ticket. Hotfixes will also be documented in product changes. The state of the ticket remains "*Work in Progress*" while the hotfix will be created or "*Waiting for Customer*" when the hotfix is sent to you.

In any other cases at product problems or at product wishes the ticket will be closed because of no more required actions of Fabasoft Support.

Product changes can be found via the Fabasoft Cloud search.

If you have any questions concerning a product change, please create a new ticket and reference the product change object in the *"Referenced Tickets and Product Changes"*.

2 What information to include in a Service Desk Ticket

Last update: 18 January 2023

To spot your issue it is benefiting to include additional information to your Service Desk ticket. In this brief table we summarized facts you could add to your ticket. This will avoid round-trips of your ticket asking for additional information.

The various points are "if applicable" for your issue.

- 1. Fabasoft product version and, where required, build number
- 2. Environment (specify production environment, test or training environment)
- 3. **Operating system** and Service Pack level, also **involves 3rd party software** with exact version numbers
- 4. Database system
- 5. Description of the **use-case** (with screenshots when descriptive for your issue), and, if available, a reproduction szenario
- 6. Eventlogs or message logs from your server(s)
- 7. If available: Fabasoft app.telemetry data (in ZIP format)
- 8. Involved documents and/or object information to your issue.

The following, not concluding table lists issue specific situations and the information that Fabasoft Support will likely request of your environment. Please describe your issue as exactly as possible. Add screenshots to support our understanding.

As investigation is a step by step procedure, in some cases the Fabasoft Support team will ask you for additional information. In such cases the Fabasoft product expert will guide you to excerpt the relevant information from your system.

2.1 Case Description

In the following listing we provide possible issue triggers and what information Fabasoft Support presumably will request to analyse the issue.

In this listing we provide instructions how to collect that information.

2.1.1 Error messages on Use-Cases

Information to provide:

- Approach for Reproduction
- Expected Behaviour
- Screenshots

Log files to provide:

- Event Logs from the web server where the error occurred
- <u>app.telemetry Requests</u>
- Trace Object Info

<u>Component Trace</u>

2.1.2 "Access denied" messages

Information to provide:

- Approach for Reproduction
- Screenshots
- Screenshots of Security Settings

Log files to provide:

- app.telemetry Requests
- Trace Object Info
- <u>Component Trace</u>

2.1.3 Unexpected behaviour of a Use-Case

Information to provide:

- Approach for Reproduction
- Expected Behaviour
- Screenshots

Log files to provide:

- Event Logs from the web server where the error occurred
- app.telemetry Requests
- Trace Object Info
- <u>Component Trace</u>

2.1.4 Issues with Conversion

Information to provide:

- Expected Behaviour
- Screenshots

Log files to provide:

- <u>Client Information Tool</u>
- Event Logs from the *web* server and the *conversion* server where the error occurred
- <u>app.telemetry Requests</u>
- <u>Conversion Log</u>

2.1.5 Issues opening and editing documents (Folio Extension, Folio Client)

Information to provide:

- Screenshots
- Screenshots of Application
- Screenshots of Security Settings

Log files to provide:

- Client Information Tool
- app.telemetry Requests

2.1.6 Issue with specific Web Browser

Information to provide:

• Screenshots of Application

Log files to provide:

- Client Information Tool
- app.telemetry Requests

2.1.7 Connection issues (Web->Backend->Database)

Information to provide:

• Approach for Reproduction

Log files to provide:

- Collect System Information
- Event Logs from Web server, Backend server and possibly Database server
- app.telemetry Requests
- Infrastructure Overview

2.1.8 Authentication issues

Information to provide:

• Approach for Reproduction

Log files to provide:

- Collect System Information
- Event Logs from the (web) server where the error occurred
- app.telemetry Requests
- Infrastructure Overview

2.1.9 Issues on Fulltext Search (Mindbreeze)

Information to provide:

- Approach for Reproduction
- Screenshots of Security Settings

Log files to provide:

- Event Logs of the Web server and Mindbreeze server
- app.telemetry Requests
- Infrastructure Overview
- Trace Object Info

<u>Mindbreeze Logs</u>

2.1.10 Setup and Update related issues

Information to provide:

• Screenshots

Log files to provide:

- Collect System Information
- Event Logs from the server where the issue occurred
- Infrastructure Overview

2.1.11 Performance issues

Information to provide:

- Approach for Reproduction
- Expected Behaviour

Log files to provide:

- Event Logs from the server where the issue occurred
- app.telemetry Requests

2.1.12 Distributed Transactions (Microsoft DTC, Fabasoft DTM)

Information to provide:

• Screenshots of Application

Log files to provide:

(none)

2.2 Log Files

In situations where logs are requested:

- Please collect all logs of the issue of one appearance. Do not mix up different occurrences at different times when collecting the logs.
- In the ticket message, please add a time stamp of the appearance as exact as possible.
- Please submit Windows Eventlogs in the .evt or .evtx format (original or zipped). Please do not apply any filters to the logfiles when exporting.
- Please do not insert the content of logfiles into the text message, but upload the file to the ticket.
- If you want to upload multiple files, do not hesitate to create a ZIP, and upload a single ZIP file with all files.

2.3 Case Description Details

2.3.1 Approach for Reproduction

If available please provide a detailed list of instructions, with screenshots for each step if possible, for the reproduction of an error and include example documents if applicable.

2.3.2 Expected Behaviour

Please provide a short description of what you expected of the use case and why you expect it to behave that way.

If the use case normally behaves like you expect it to, please include screenshots of an example of the expected result.

2.3.3 Screenshots

Please provide screenshots of the objects that have been, or should have been changed, by the use case, ensure to include any value of any property that is incorrect according to your expectation.

• Include any specific error messages from the application or operating system

2.3.4 Screenshots of Application

Please create screenshots of any third party application that is related to the use case, take a special note of any error messages that these applications may provide.

- Include any specific error messages from the application or operating system
- On MS-DTC issues, include screenshots of the DCOM MS-DTC configuration

2.3.5 Screenshots of Security Settings

Last update: 8 March 2018

This article describes the steps neccessary to create screenshots of an objects security settings and the related settings of the user.

Security Settings of an Object

To save screenshots of an objects security settings the following steps have to be performed:

- Open the "Snipping Tool" or any other screenshot utility if applicable.
- Open the Fabasoft Folio web client and navigate to the objects that you want to create the screenshots for.
- Open the properties of the object and switch to the "Security" tab.
- Create a screenshot of the security tab, make sure that at least the following properties are included in the screenshot:
 - ACL Object
 - Access Definition
 - Referenced Object
 - Owner
 - Group
 - Change Access
 - Read Access
- Switch to the "Security Details" tab, if present, and create a screenshot of the properties visible there.

Security Related User Settings

To save screenshots of a users security related settings the following steps have to be performed:

- Open the "Snipping Tool" or any other screenshot utility if applicable.
- Open the Fabasoft Folio web client and navigate to the user that you want to create the screenshots for.
- Open the properties of the user and scroll to the property "Roles per Tenant".
- Create a screenshot of this property and make sure that all roles and at least the following child properties are included:
 - o Default
 - o Position
 - o Group
 - o Tenant

Examples

See the following examples of screenshots.

-zoro-r (Outgoing): Eait	14 👪 🚔 ? 🛪 🖬 🗶 Cancel	l 🖶 Apply 🕨 Ne
🛼 What 🛛 🛼 Electror	nic Attachments 🔒 Processes 🛼 Referred numbers 🏦 Loca	ation Reference
Charges 👘 Declare	d to 🛛 👷 Remarks 🚽 Signatures 🔍 Security 🔍 Security Details	i 🗇 Object
ACL Object	ACL for loyal access	
Access Definition *	Access Definition for Loyal Access	- 👂 +
Referenced Object		
Owner *	Administrator, System	- 🆻 +
Group	Sektion III (Öffentlicher Dienst und Verwaltungsreform)	
Change Access		
G G G G G G G G G G G G G G G G G G G	Image:	earch 👂 One Entry
Name		+ -
Read Access		
G G G G G G G G G G G G G G G G G G G	Image:	earch 💦 One Entry
		L -

The binder longer sense is in displayed. The lineary that there means (and the linear is the control for and handles.	

				TU 🚳	6	₿ ?	21	×)	Cancel	No pl	y 🕨 Ne
🕎 Advanced 📄) General	Object		Versions		🚔 Se	curity		🔍 Se	ecurity De	etails
Signatures		🔒 Data Ha	irmonia	zation	ſ			Additio	nal Prope	erties	
🕎 User 🛛 🖉 Addre	ess	📑 Environmen	ts	🗊 Apps		🖪 Wo	rkflow	Ĩ	🔊 🔊	Authentic	ation
Sex			-	Date of Birth						27	
Salutation	Dear Mad	am or Sir									
Substitutions	User S	Substitution - Mo	nika K	ainz						- 5	+
Tenants											
										No	Entries
+ 0 • ×											
					-	≎ D	efault *		•		
Roles per Tenant											
F & B &										On	e Entry
← (*) (*) (*) (*) (*) (*) (*) (*) (*) (*)	Position *		- :	; Group *				Ţ	‡ Tenan	Oni	e Entry
↓ ↓ ↓ Default* ↓ ↓ ↓ ↓	Position *	iinistrator 🔻	- : F 4	Group *	Bauar	nt) •	• P	• •	‡ Tenan	On:	e Entry
Image: Construction Image: Const	Position *	ninistrator 💌		Group *	Bauar	nt) •	•		‡ Tenan	On t	e Entry
	Position * Records Adm	inistrator 🔹	- ; P 4	Group * Gba (Grund- und	Bauar	nt)	P	+	‡ Tenan	On: t	e Entry
I ✓ ↓ Default * ↓ I ✓ ∅ ✓ Ø ∅ ✓ Ø ∅ ✓ Ø ∅ ✓ Ø ∅ ✓ Ø ∅ ✓ Ø ∅ ✓ Ø ∅ ✓ Ø ∅ ✓ Ø ∅	Position * Records Adm	ninistrator 🔹	- : P	Group * Gba (Grund- und	Bauar	nt) 🔹	• •	+	¢ Tenan	On t arch	e Entry
Clipboard -	Position * Records Adm (a) C (2)	ninistrator ▼		Group * Gba (Grund- und Gba (Grund- und	Bauar	nt) -	P P	• [\$ Tenan	On t arch Or	e Entry
	Position * Records Adm (a) C (C) (C) (C) (C) (C) (C) (C) (C) (C)	iinistrator ▼ ■== ▼ ■ View ▼	- : P 4	Group * Gba (Grund- und Tools - Se	Bauar	nt) -	P P ersions	+	≑ Tenan Se	On t arch Or	e Entry
Construction Construction Construction Construction Construction Construction Construction Name Gba (Grund- und Bauamt)	Position * Records Adm (a) C (C)	ninistrator ▼ ■== ▼ ■ View ▼		Group * Gba (Grund- und Froots - Se	Bauar	nt) -	P P ersions	• (\$ Tenan Se	One t arch Or	e Entry
Clipboard - Clipboard - Clipboard - Clipboard - Clipboard - Clipboard - Shame Gba (Grund- und Bauamt)	Position * Records Adm (* C (*)	inistrator		Group * Gba (Grund- und Tools - Se	Bauar	nt) -	ersions -	▼ 1	\$ Tenan Se	One t arch Or	e Entry

2.3.6 Infrastructure Overview

Last update: 8 March 2018

The infrastructure overview should be a short description of the infrastructure that your installation of any Fabasoft product currently runs on.

Providing an infrastructure overview helps the Support when analyzing a ticket and helps in the identification of any infrastructure specific problems.

Example

This table provides an overview of the information that should be included in an infrastructure overview:

	Web server	Conversion server	Backend server	Mindbreeze server	Database server
Operating System	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark
Java Version	\checkmark	\checkmark		\checkmark	
Database Version					\checkmark

Office Version		√ <u>1</u>
Authentication Method	√ <u>2</u>	√ <u>2</u>

- Microsoft and/or Libre Office
- Basic, Kerberos, SAML, etc.

3 Fabasoft Lizenz-IDs und Lizenz-Sets

Last update: 22 October 2022

3.1 Fabasoft Lizenz-ID

Lizenzen für die Produkte von Fabasoft erhalten eine Lizenz-ID. Diese Lizenz-ID ist eindeutig für eine ausgestellte Fabasoft-Produktlizenz (z.B. Fabasoft Folio, Fabasoft eGov-Suite, Fabasoft app.telemetry, Fabasoft Mindbreeze Enterprise).

Wenn Sie Fragen oder Änderungswünsche zu Lizenzen haben (beispielsweise Verlängerungen, aktualisierte Produktlizenzen auf Basis eines Softwareaktualisierungsvertrages oder dergleichen), ist es nur erforderlich, die Lizenz-ID sowie Ihren Änderungswunsch zu übermitteln. Dies ersetzt für Sie die Angabe von Domain-IDs, Versionnummern, Hostnamen usw. zur eindeutigen Identifikation Ihrer Lizenz.

Die Lizenz-ID wird im Betreff der Lizenz-E-Mail, im Text der Lizenz-E-Mail sowie im Namen der Lizenzdatei angeführt. Das erleichtert Ihnen die Übermittlung der Lizenz-ID.

Eine Lizenz-ID hat folgendes Format:

LIC1234567890ABCDE (Präfix LIC und 15 Zeichen)

Bitte beachten Sie: Die Ausstellung einer neuen Lizenz (z.B. für eine aktuellere Produktversion) erzeugt eine neue Lizenz-ID, um weiterhin die eindeutige Identifzierung der unterschiedlichen Versions-Lizenzen zu ermöglichen.

3.2 Fabasoft Lizenz-Sets

Ein Lizenz-Set ist eine Sammlung mehrerer Lizenzen Ihrer Infrastruktur (beispielsweise ein Set aus Lizenzen für Ihre Testsysteme und Ihr Produktivsystem).

Ein Lizenz-Set hat, analog einer alleinstehenden Lizenz, eine eigene Lizenz-Set-ID mit folgendem Format:

LICSET1234567890ABCDE (Präfix LICSET und 15 Zeichen)

Wenn Sie Fragen oder Änderungswünsche zu allen Lizenzen eines Lizenz-Sets haben, beispielsweise Verlängerungen, Anpassung der Lizenzempfänger oder dergleichen, ist es nur erforderlich, die Lizenz-Set-ID sowie Ihren Änderungswunsch zu übermitteln. Dies ersetzt für Sie die Angabe aller Domain-IDs, Versionnummern, Hostnamen oder auch aller einzelnen Lizenz-IDs zur eindeutigen Identifikation Ihrer Lizenzen.

Lizenz-Sets werden als einzelnes E-Mail mit allen enthaltenen Lizenzen versandt.

Beim Versand eines Lizenz-Sets wird die Lizenz-Set-ID im Betreff der Lizenz-E-Mail und im Text der Lizenz-E-Mail aufgeführt. Jede Einzellizenz hat weiterhin eine eindeutige Lizenz-ID.

Bitte beachten Sie: Die Erstellung und Organisation von Lizenz-Sets obliegt dem Fabasoft Licensing. Eine Lizenz kann nur in einem Lizenz-Set enthalten sein.