Document version: 1.0 (25-May-2022)

Case information template to use when raising a "Problem" type of issue

Refer to (Landing page) for Support resources and troubleshooting prior to raising your case

Section 1: Basic details (where not already provided)

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| Business Partner: |  |  |
| Your Name: |  |  |
| Your contact details (Phone and email): |  |  |
| Customer Company: |  |  |
| Product:  |  | e.g. Sage X3, SEI, EMDA |
| Product Version: |  | e.g. 2022 R1 |
| Issue Priority:  |  | Critical, High, Medium or Low |

Section 2: What is the impact on the business

Describe how this problem is causing disruption to the business, *e.g., how many users impacted, what is it preventing from happening like period end, or payments.*

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Section 3: Research already completed

Document any things you have already tried. *e.g., configuration changes, rebooting, upgrading*

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Provide references of any articles you have already considered. *e.g., KB articles, Sage City blogs, Online help. Refer “How to find stuff” to see information sources*

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Section 4: Problem description

Provide a brief headline description of the issue.

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What errors are the users seeing and what errors are found in any log files?

*Provide screen shots of any errors*

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When did the problem start to occur?

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What changes have been introduced since this feature worked?

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Confirm the extent and nature of the issue.

*How often does the issue happen?*

*Does it happen every time, or is it intermittent?*

*Does it happen at certain times of the day or certain days?*

*Do all users have the issue, or just some?*

*When the issue starts to happen for one user, are other users also effected at the same time?*

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How does the user recover from the problem? *e.g. try again, restart browser, restart Syracuse service*

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What can the user do to work around the issue?

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Which environments are affected? *e.g. LIVE /UAT /SEED*

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What customisations may be impacting the area of functionality with the issue. Does the issue still occur when any such customisations are disabled?

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Describe any other unusual things being observed

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Section 5: Provide detailed step-by-step test case needed to reproduce the reported issue

Provide a step-by-step test case needed to demonstrate the reported issue, for example as a Word document or PDF.

* The test case should be runnable against an unmodified SEED folder starting point, so please include any steps needed to setup prerequisites (if applicable) as well as the actual steps to see the issue you are experiencing. You should also include screen shots where appropriate to make the inputs and results clearer to the reader.
* Also confirm if you have reproduced the issue using the latest X3 versions.
* Where relevant, you can provide any custom objects required for the test case as a X3 patch file, using the "Patch Creation" function.

Section 6: Any additional thoughts or notes

*Document any other thoughts or notes you feel may be relevant.*

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Section 7: Any related cases previously raised

*If you have had similar cases for this customer or other customers, provide the case numbers.*

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Section 8: Provide the Syracuse log files (for technical issues)

Confirm the last time (date and time) the issue happened and the X3 username for the user concerned.

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Provide the latest set of Syracuse logs that include this date/time for review.

*These logs are located under the install directory, for example c:\Sage\Syracuse\syracuse\logs*

*Upload for review the "LB", "N" and "W" Syracuse process log files for the date concerned. These have the filename format:*

***YYYY-MM-DD.SERVERNAME\_LB.log***

***YYYY-MM-DD.SERVERNAME\_N\*.log***

***YYYY-MM-DD.SERVERNAME\_W\*.log***

*Also upload the "****sage\_syracuse\_-\_node0-stderr.YYYY-MM-DD.log****" and "****sage\_syracuse\_-\_node0-stdout.YYYY-MM-DD.log****" covering the date concerned*

Section 9: System architecture (for technical issues)

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| Virtual or Physical servers |  |  *e.g. VMWare, Hyper-V* |

Server name(s), IP address and Function

*For example:*

***Server IP Components installed***

*myX3server 10.10.10.10 All X3 Components*

*mySQLserver 10.10.10.11 SQL Server*

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| Server  | IP | Components installed |
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Sage X3 components and versions

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| Sage X3  |  | *e.g. 2022 R1* |
| Syracuse |  | *e.g. 12.14.0* |
| Runtime |  | *e.g. 94.1.15* |

*NOTE: You can confirm the Syracuse (Web Server) version via Administration, Utilities, Update, About where it shows the "Web server" version, then find the Folder version and Runtime version by selecting one of the folders shown on this page, for example the X3 folder.*

Technology Component versions

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| --- | --- | --- |
| MongoDB |  | *e.g. 4.4.10* |
| SQL Server |  | *e.g. 2019* |
| Windows |  | *e.g. 2019* |

Confirm which Anti-Virus/Anti-Malware software is installed on the Sage X3 server(s) and it is configured as recommended in the “Architecture and System requirements” document.

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