



Electronic Service Request (ESR)

Electronic Service Request (ESR)

IBM's electronic problem submission tool

DB2 YTR 29.04.2005

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Passport Advantage Agreement

■ Two main web sites

➤ *Passport Online*

http://www.lotus.com/services/passport.nsf/WebDocs/Passport_Advantage_Home

- new version / release download
- requires authorization

➤ *Software support*

<http://www.ibm.com/software/support/>

- *requires authorization from the STC person*
- *search knowledgebases*
- *download fixes / fixpacks*
- *submit track problems*

Some interesting web pages

❑ **Software Support Handbook**

➤ <http://techsupport.services.ibm.com/guides/handbook.html>

❑ **Support Lifecycle**

➤ <http://www-306.ibm.com/software/info/supportlifecycle>

❑ **DB2 Infocenter**

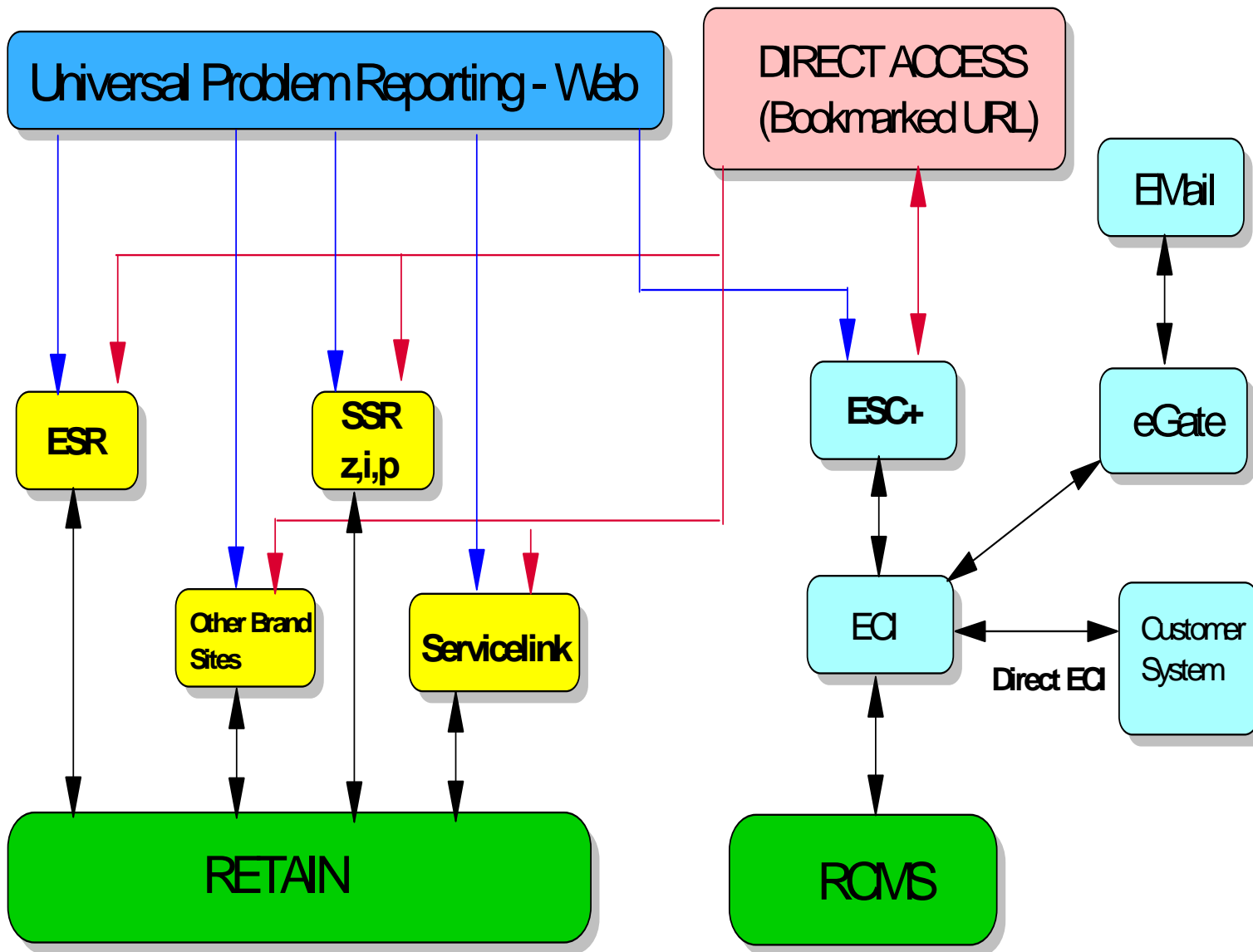
➤ <http://publib.boulder.ibm.com/infocenter/db2help/index.jsp>

❑ **DB2 Problem determination tutorial (free)**

➤ <http://www.ibm.com/software/data/support/pdm/db2tutorials.html>

❑ **IBM Problem Determination Mastery Exam**

➤ <http://www.ibm.com/software/data/support/pdm/db2exam.html>



What is PMR ?

- A record of the activities performed during the course of resolving a customer reported problem.
- PMR can be open by Customer (Web Support site) or IBM representative directly to Retain problem management system
- 'Full visibility' for PA , SL or SWMA Customer to create/update the PMR record via Web support site
- One problem per PMR
- PMR will be keep in Open status until problem has been resolved
- Closing requires Customer acceptance / request
- PMR remains in online Retain 28 days after closing
- During this time frame the PMR can be reopen if needed
- PMR in Retain means the same, as ESR ,SSR and ETR in web interface.

What is an APAR?

- IBM resolves defects discovered by customers in Authorized Program Analysis Reports (APARs).
- Seldom will you hear the term “Authorized Program Analysis Reports”, as the acronym is very common.
- An APAR is simply an externalized view of an IBM defect.
- APARs have unique identifiers.
 - e.g **IY16397** and **IY09706**.
- DB2 APARs are always specific to a particular version, but may affect multiple products in the DB2 family running on multiple platforms.

Normal vs. HIPER APARs

- APAR that are High-Impact or PERvasive (HIPER).
 - **Problems that cause the destruction and/or contamination of customer data**
 - **Problems that cause the customer to re-IPL, reboot, recycle, or restart one or more systems or subsystems**
 - **Problems that cause a major loss of function**
 - **Problems that cause severe impact to system performance or throughput.**

Accessing Software support via phone 0800 14260 (24x7).

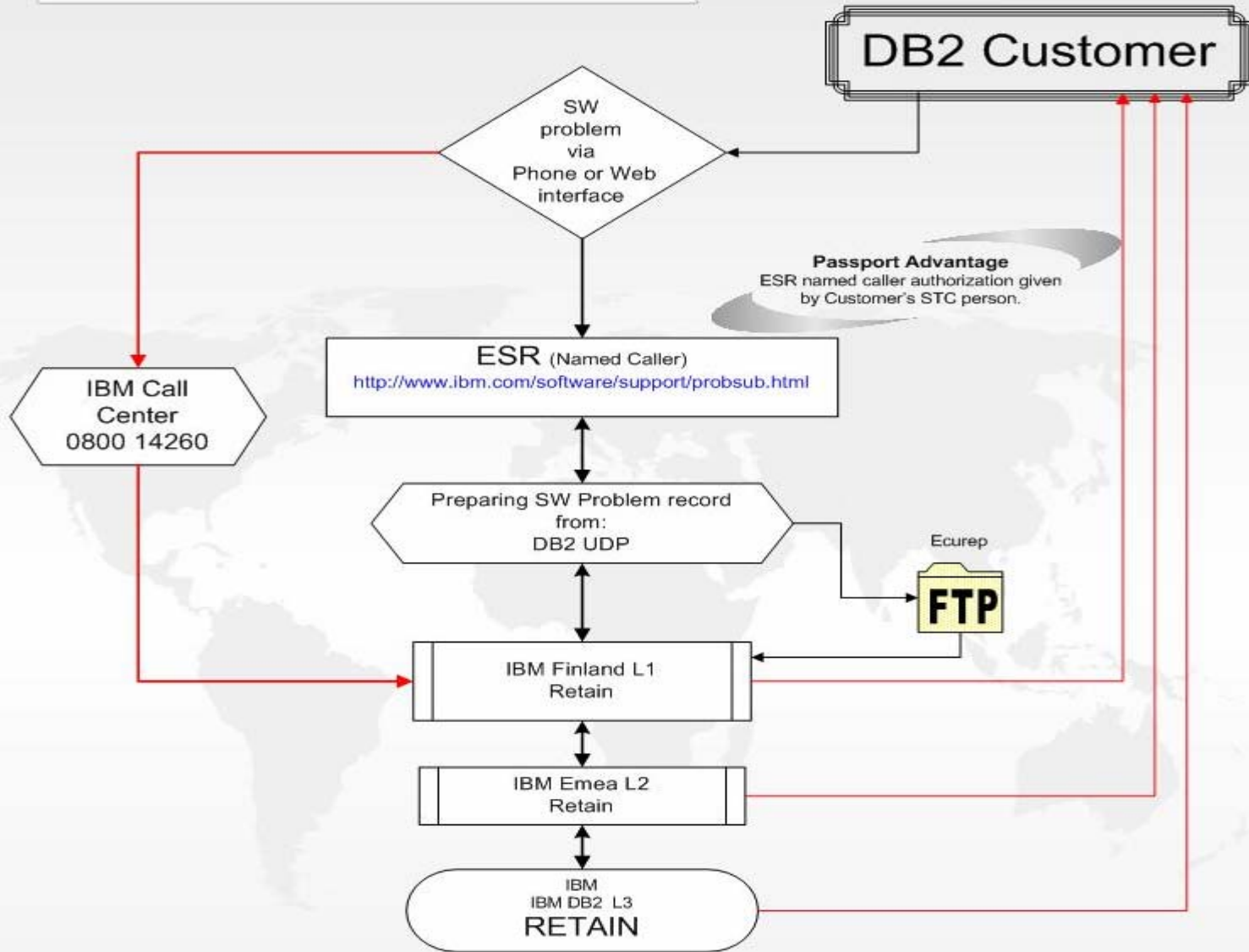
- **Your IBM Customer Number is xxxxxx for Passport Advantage products**
- **The machine type/model/serial number**
- **Company name**
- **Contact name**
- **Preferred means of contact (voice or email)**
- **Telephone number where you can be reached if request is voice**
- **Related product and version information**
- **Related operating system and database information**
- **Detailed description of the issue**
- **Severity of the issue in relationship to the impact of it affecting your business needs**

Accessing Software support via internet

- Go to the IBM Software Support Web site at <http://www.ibm.com/software/support>.
- Click the Submit/track problems tab.
- Click ESR.
- Enter your IBM ID and password;
if you have already accessed a secure IBM Web site during your current browser session, you will be taken directly to the ESR home page without being prompted for your IBM ID and password

28. Aprilta 2005

DB2 PMR Call Flow



Problem investigation

Almost every problem encountered in DB2 can be categorized in one of five discrete problem types:

1. System problems
2. Instance problems
3. Database problems
4. Utility problems
5. Transactional problems

Finding related problems

Search terms that are successful often involve:

- Words that describe the command run
- Words that describe the symptoms
- Tokens from the diagnostics

DB2 data collection

■ **DB2 files**

The most important information you can use to investigate DB2 problems are files generated by DB2 itself. Some of these files include:

- db2diag.log file
- Trap files
- Dump files
- Messages files

db2support

- When it comes to collecting information for a DB2 problem, the most important DB2 utility you need to run is **db2support**.
- The following basic invocation is usually sufficient for collecting most of the information required to debug a problem (note that if the **-c** option is used the utility will establish a connection to the database)

```
db2support <output path> -d <database name> -c
```

Other resources that can assist problem determination are

- DB2 Alerts email

<http://www-3.ibm.com/cgi-bin/db2www/data/db2/udb/winos2unix/support/db2alert.d2w/report>

- DB2 Support News

<http://www-3.ibm.com/cgi-bin/db2www/data/db2/udb/winos2unix/support/newsletter.d2w/report>

- Recent versions of the DB2 documentation
- DB2 Support Newsletter

<http://www-3.ibm.com/software/mailing-lists/>

- Articles in DB2 Magazine (<http://www.db2mag.com/>)

Overview

- ESR Overview
- ESR Help
- Registration and access for Passport Advantage customers
- Caller Self-Nomination
- ESR's home page
- My Profile for Electronic Service Request
- Open a new problem report
- Search problem reports
- Search problem reports - Reporting
- Site technical contact administration

ESR Overview

Electronic Service Request (ESR) is IBM's electronic problem submission tool to be used by software customers with an active support contract. Use ESR to create PMRs (Problem Management Records) to report issues you are having while installing or using IBM software. After submitting the PMR, an IBM representative will review it then work with the you to resolve the issues.

With ESR, you can:

- Submit and manage Problem Management Records (PMRs) on demand: 24 hours a day, seven days a week, 365 days a year.
- Describe your software problem and environment in your own words.
- Monitor and update all open PMRs relative to a given IBM customer number regardless of whether the PMRs were opened by phone or by the ESR tool.
- Receive notification via e-mail when an update has been made to your PMR.
- View closed PMRs.
- Create custom reports in spreadsheet format and download them.
- Manage your ESR Authorized Caller/User lists (only available to Primary Site Technical Contacts (PSTCs) and Secondary Site Technical Contacts (SSTCs)).
- Update your ESR profile, including your name, e-mail, phone numbers, time zone, e-mail notification preferences, and the language for the e-mail notification.
- Attach files to your PMR.

IMPORTANT: The browsers listed below support ESR. In addition, JavaScript must be enabled in the browser and the browser must be set to accept cookies.

- Netscape 7 and above
- Mozilla 1.4 and above
- Internet Explorer 6 and above

Anyone using a lower level version of the browsers has limited functionality. If you are using an earlier or unknown browser/version, after you sign in, you will be taken to a previous version of ESR that will allow you to create and update PMRs, as well as run reports. Updating to a supported browser will allow you to use the latest version of ESR that has many new and enhanced features.

ESR Help

<http://www-306.ibm.com/software/support/help.html>

Access ESR's on line help 24 hours a day to learn more about ESR and to view the ESR Help Desk e-mail address and phone numbers. These pages can also be accessed from the ESR help link located from the left side of all of ESR's pages.

The screenshot shows the 'Software support' page for Electronic Service Request (ESR) help. The page has a navigation menu on the left with categories like Software, Trials and betas, Support, and Training and certification. The main content area includes a breadcrumb trail (Software > Support > Assistance >), a title 'Software support', and a subtitle 'Electronic Service Request (ESR) help'. Below this is a list of links: Overview, How to use ESR, FAQs, Glossary, and Contact us. A list of topics follows, including 'Accessing ESR', 'Managing My profile for ESR', 'Administering Authorized Callers/Users', 'Opening a new problem report', 'Attaching files', 'Registration', 'Browser requirements', 'Languages for e-mail', and 'Languages for user interface'. A section titled 'Accessing ESR' provides instructions for users, listing requirements like having a valid software support contract and being an Authorized Caller/User. A numbered list starts with 'Using the ESR welcome email you received...'. The right sidebar contains links for 'My support', 'ESR sign in', 'ESR Customer Service', 'Site tours', and 'Support feedback'. Three yellow callout bubbles are overlaid on the page: one pointing to the 'How to use ESR' link, one pointing to the 'ESR sign in' link, and one pointing to the 'Site tours' link.

Software support
Electronic Service Request (ESR) help

[Overview](#) | [How to use ESR](#) | [FAQs](#) | [Glossary](#) | [Contact us](#)

View the definitions for the terms below:

- Accessing ESR
- Administering Authorized Callers/Users
- Attaching files
- Browser requirements
- Languages for e-mail
- Languages for user interface
- Managing My profile for ESR
- Opening a new problem report
- Registration

Accessing ESR

After you have determined that you:

- have a valid software support contract in place,
- are registered with IBM, and
- are listed as an [Authorized Caller/User](#) in ESR,

you may access ESR by following these steps:

First time user of ESR:

- Using the ESR welcome email you received notifying you that you are an Authorized Caller, select the URL in that email to be taken into the ESR site.

After you have accessed ESR the first time using the URL in the ESR welcome email, you can access ESR any time using the following steps:

Sign in | Register

[My support](#), for fast access to your favorite features

Related information

[ESR sign in](#)

[ESR Customer Service](#)

[Site tours](#)

Support feedback

[Help us improve online software support](#)

Translate this page

Select a language

[Translate](#)

Callouts:

- Detailed instructions of how to use ESR's features (points to 'How to use ESR')
- Select a topic to view the information (points to 'Accessing ESR')
- Write or call the ESR Help Desk to receive assistance on using ESR (points to the list of topics)
- Log into ESR (points to 'ESR sign in')
- Visit our site tours to be taken through all of ESR's pages and be shown the functions of each (points to 'Site tours')

ESR Registration and Access for Passport Advantage

Before you can access ESR, you must:

1. Have a valid software support contract in place.
2. Have an IBM ID. If you already have one, proceed to the next step. Otherwise, register yourself using the IBM Common Registration Process to obtain your IBM ID. After registering with IBM, give this IBM ID to your PSTC or SSTC. Please use your e-mail address as your IBM ID.
3. The PSTC or SSTC must add you as an Authorized Caller/User in ESR under their contract number. When adding the Authorized Caller/User, only a valid IBM ID (which is to be obtained in Step two above) will be required.
4. After the PSTC or SSTC adds you as an Authorized Caller/User to ESR, you will receive a welcome letter that contains a URL to take you to ESR.
5. Select the URL in the ESR welcome e-mail you received notifying you that you are an Authorized Caller for ESR. If you have already authenticated, you will be taken directly into ESR. If you have not already authenticated, you will be directed to the login page where you will login in using your IBM ID and password.

After you have accessed ESR the first time using the URL in the ESR welcome e-mail, you can access ESR any time using the following steps:

- Go to the IBM Software Support Web site at <http://www.ibm.com/software/support>.
- Click the Submit/track problems tab.
- Click ESR.
- Enter your IBM ID and password; if you have already accessed a secure IBM Web site during your current browser session, you will be taken directly to the ESR home page without being prompted for your IBM ID and password

ESR Access for Passport Advantage

Once you have determined that you have a valid software support contract in place, are registered with IBM and listed as an Authorized Caller/User in ESR, select the URL in the ESR welcome e-mail you received notifying you that you are an Authorized Caller for ESR. If you have already authenticated, you will be taken directly into ESR. If you have not already authenticated, you will be directed to the login page where you will login in using your IBM ID and password.

After you have accessed ESR the first time using the URL in the ESR welcome e-mail, you can access ESR any time using the following steps:

- Go to the IBM Software Support Web site at <http://www.ibm.com/software/support>.
- Click the Submit/track problems tab.
- Click ESR.
- Enter your IBM ID and password; if you have already accessed a secure IBM Web site during your current browser session, you will be taken directly to the ESR home page without being prompted for your IBM ID and password.

Caller Self-Nomination

When you attempt to access ESR but are not entitled, you will be redirected to the "Caller self-nomination" page where you will be able to nominate yourself to be added as an Authorized Caller/User to a customer number. The PSTC is notified via e-mail and can choose to approve or deny the nomination. You will also be able to access this form if you are listed as an Authorized Caller/User on one customer number but want to be added to another. It is linked from the My Profile page. This allows you to be added to a customer number in a more timely manner.

Caller Self-Nomination

To nominate yourself for access to use ESR, please enter the IBM customer number and select the the country name for your support contract. You will be nominated for ESR access to all contracts that match the information provided. Before you can gain access to the support contracts, the Site Technical Contact (STC) for the contracts must approve your request.

If you wish, you may limit the nomination requests to contracts that have a certain company name or STC.

The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, Please use the Back button on your browser, or close the window or browser session that is displaying this page, to return to the previous page.

The IBM customer number and country fields are required.

* IBM customer number

* Select a country

Company name

STC's first name

STC's last name

STC's e-mail address

[View pending nominations](#)

STC info is not required but helpful in finding the STC

View your pending nominations

ESR's home page – No draft or recent PMRs

After logging into ESR, you will be taken to ESR's Home page. This is what you will see if you do not have any draft or recently submitted PMRs. The left navigator is used throughout ESR and will enable you to move easily through the tool.

- Software support
- Electronic Service Request**
- Open a new problem report
- Search problem reports
- Site technical contact administration
- My profile for Electronic Service Request

Related Links

- Passport Advantage Online
- ESR help

Electronic Service Request

Hello, IBM Customer ("IBM Customer" will be your name)

[Open a new problem report](#)

Find any problem report

Search by report number

Enter a report number

Search problem reports under your customer number

Enter Keywords

Access ESR help and Passport Advantage Online

Open a new PMR

Search PMRs submitted thru ESR and by phone

ESR's home page – Draft and recent PMRs

After logging into ESR, you will be taken to ESR's Home page. This is what you will see if you have draft and recently submitted PMRs.

Software support >

Electronic Service Request

Hello, ESR Customer

My unfinished report(s)

Short Description	Created	Expires
Draft PMR	Dec 1, 2004	Dec 6, 2004

Work with problem reports submitted online

My reports recently submitted online

Report #	Sev	Short Description	Last Updated	Submitted	Status
23305 514 000	4	Test only - disregar	Oct 14, 2004	Sep 28, 2004	Closed
23292 514 000	4	ESR: test - disregar	Aug 22, 2004	Jul 31, 2004	Closed

[All problem reports submitted online](#)

Search problem reports submitted online

Enter Keywords

Find any problem report

Search by report number

Enter a report number

Search problem reports under a customer number

Enter Keywords

Select one of your customer numbers

Open a new PMR

View last 4 PMRs that were submitted thru ESR

Search PMRs submitted thru ESR. This search will return results quicker because it only searches on PMRs submitted thru ESR

View unfinished/draft PMRs that were submitted thru ESR.

The Short Description displays the text you entered into that field. If you did not enter anything, nothing will be displayed.

Search all PMRs submitted thru ESR and by phone by PMR number, keyword or customer number

My profile for Electronic Service Request

To update your name, telephone numbers, e-mail address, e-mail notification preferences, including the language you would like to receive ESR e-mails, select My profile for Electronic Service Request from the left side of any ESR page.

Software support >

My profile for Electronic Service Request

The information on this page is optional and will be used only within the problem management system.

First name

Last name

Telephone

Alternate telephone Pager

Email

Alternate email

Time zone

Language

Preferred contact method

Contract essentials

0000107907

Passport Advantage Express

[Request additional contracts](#)

PMR notification preferences		
Severity	Notify every update	Notify on closure
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Caller notification preferences

Notify on caller change

My primary product/component list

Product - Component	Delete
Communications Server - WHIS Internet (ConU) 500 - Comm Server AIX 610	<input type="checkbox"/>

[Back to top](#)

Update first and last names, phone numbers, e-mail and preferred contact method

Select the language you want to receive ESR e-mails.

Note: If you want to view ESR in one of the supported languages, you will need to change your browser settings.

Remove products and components from Primary list

Request to be added to additional contracts

Set Caller/User notification preferences

Press Submit to save your changes

Open a new problem report – select a product/component

After selecting “Open a new problem report” from the left side of any ESR page, you will be taken to page below. You need to select a product, a component then a contract, if applicable, prior to completing your problem report. This page shows what you will see if products and components have been saved to your primary list. If you have not saved at least one product and component, the drop down selection list will say “No products/components/contracts in my primary list”.

The screenshot shows the 'Open a new problem report' page. On the left is a navigation menu with items like 'Software support', 'Problem reports', and 'My profile for Electronic Service Request'. The main content area is titled 'Open a new problem report' and includes a 'My primary product/component list' section with a description. Below this are three dropdown menus: 'Select a product:' (set to 'Communications Server'), 'Select a component for that product:' (set to 'WHIS Internet (ConU) 500 - Comm Server ADX 610'), and 'Select a contract:' (set to 'Passport Advantage Express - Passport Advantage Express (7777777/000)'). A 'Go' button is next to the contract dropdown. Below these is a 'Search my products' section with a 'Select a Contract (optional)' dropdown and an 'Enter Keywords' field with another 'Go' button. On the right, a 'Contract essentials' box lists details for contract 0000107907, including 'Passport Advantage Express'. Three yellow callout bubbles provide additional information: one about creating a primary list, one about handling empty lists, and one about the contract essentials view.

Create your own primary list of products and components.

If there are no products, components or contracts ...

... you must search for the product you want to report on

View Contract Essentials:
 Contract number
 Title
 Description
 Customer number
 Country
 Primary Site Technical Contact

You can search for a product by a Contract, keywords or both.

Search problem reports

To view, update or run reports on PMRs, select Search problem reports from the left side of any ESR page.

Search PMRs submitted thru ESR

Search all ESR and phone PMRs by PMR number, keyword or customer number

Software support >

Search problem reports

Search problem reports submitted online

Enter Keywords

Find any problem report

Search by report number

Enter a report number

Search problem reports under a customer number

Enter Keywords

Select one of your customer numbers

Search problem reports - Reporting

After selecting search criteria from the Search problem reports main page, you are taken to the Search Results page where you can view or update a PMR, as well as run, print, customize an download reports for PMRs created thru ESR and by phone.

Refine search

Show your reports submitted thru ESR

Show reports submitted thru the phone and ESR

Download report

Click on column headings to sort

20 PMRs at a time, click "Next" to view more

Software support > **Search Results**

Filter list content

- Show my reports submitted online only
- Show all reports for a customer number
7777777 000
- Show open and closed reports
- Show open reports only
- Show closed reports only

November 2004

Enter more keywords to refine your search

Customize list further Update list below

Start a new search Spreadsheet-friendly format Printable report

Search Results

To sort by an attribute, click on its column header. Click again to reverse the sort order.

1 - 20 of 59 reports [Next>](#)

Report #	Sev	Submitted ↑	Short Description	Status
23351 514 000	4	Nov 26, 2004		Closed
23350 514 000	3	Nov 25, 2004		Open
23349 514 000	4	Nov 22, 2004	Test Only	Closed
23348 514 000	4	Nov 22, 2004		Open
23346 514 000	4	Nov 19, 2004	German test, please	Closed
23347 514 000	4	Nov 19, 2004	Another Japanese Tes	Closed
23345 514 000	4	Nov 19, 2004	Japanese Test, Pleas	Closed

Search problem reports - Reporting

Customize reports by selecting **Customize list further**. View or update a PMR by selecting the PMR number.

The screenshot shows the IBM Software support interface. On the left is a navigation menu with options like 'Software support', 'Electronic Service Request', and 'Search problem reports'. The main area displays 'Search Results' with a 'Filter list content' section. A yellow callout bubble points to the 'Customize list further' link, stating: 'Customize report including number of columns and attributes of columns'. An inset window titled 'ESR - Customize problem list' is open, showing a configuration interface for columns and sort order. Below the dialog, a table of search results is visible, with a yellow callout bubble pointing to it, stating: 'To view or update a PMR's Severity or comments, select the PMR.'

ESR - Customize problem list

Use the dropdown menus to assign information items to columns and to add or remove columns

Columns	Information Items	Sort on
1	Problem number	Date submitted
2	Severity	
3	Date submitted	<input type="radio"/> Values increase
4	Short description	<input checked="" type="radio"/> Values decrease
5	Status	
6	Contact name	
7	Customer number	
8	Date modified	

Buttons: Update list, Cancel

Footer: Terms of use | Privacy Close [X]

Search Results

To sort by an attribute, click on its column header. Click again to reverse the sort order.

1 - 20 of 59 reports [Next>](#)

Report #	Sev	Submitted ↑	Short Description	Status
23351 514 000	4	Nov 26, 2004		Closed
23350 514 000	3	Nov 25, 2004		Open
23349 514 000	4	Nov 22, 2004	Test Only	Closed
23348 514 000	4	Nov 22, 2004		Open
23346 514 000	4	Nov 19, 2004	German test, please	Closed
23347 514 000	4	Nov 19, 2004	Another Japanese Tes	Closed
23345 514 000	4	Nov 19, 2004	Japanese Test, Pleas	Closed

Site technical contact administration

To add or manage Authorized Callers/Users, the Primary Site Technical Contact (PSTC) or Secondary Site Technical Contact (SSTC) is to select Site technical contact administration from the left side of any ESR page. This link will not be visible if you are not a PSTC or SSTC. The PSTC or SSTC will first be required to enter a contract number before being shown the Authorized Caller's/Users list for their contract.

- Software support
- Electronic Service Request
- Open a new problem report
- Search problem reports
- Site technical contact administration**
- My profile for Electronic Service Request

Site technical contact administration

Hello,

Select a contract

[Display caller list](#)

Contract Essentials

- 0000012095
- Passport Advantage Express
- 0000123943

The link will not be visible if you are not a PSTC or SSTC.

To view, add or edit Authorized Callers/Users, select a Contract then press **Display caller list**.

View contract essentials

Site technical contact administration

After selecting a contract and pressing **Display caller list**, the PSTC or SSTC is taken to the following page where they can see their role, view Authorized Callers/Users by their last name, view a different contract's Authorized Caller/User list, and view contract essentials.

The screenshot shows the 'Site technical contact administration' page. On the left is a navigation menu with options like 'Software support', 'Electronic Service Request', and 'Site technical contact administration'. The main content area includes a greeting, a contract selection dropdown (currently showing 'Passport Advantage Express'), and a 'Display caller list' button. Below this, it states the user is a 'Secondary STC' and provides instructions for adding new callers. A table lists authorized callers, with one entry for 'v3 Test' (Authorized Caller, Active status). A 'Submit' button and a 'Back to top' link are at the bottom. A footer note explains the status terms: Active, Inactive, and Terminated.

Callouts:

- Top Left:** The link will not be visible if you are not a PSTC or SSTC.
- Middle Left:** Your role
- Bottom Left:** A-Z navigation by last name
- Top Right:** To view a different contract's Authorized Caller/User list, select the contract and then **Display caller list**.
- Bottom Right:** View Contract Essentials: Contract number, Title, Description, Customer number, Country, Primary Site Technical Contact

Site technical contact administration

From this same page, the PSTC or SSTC can add a new Caller/User, update an existing Caller's/User's type and status, and view the Caller's/User's name, phone and e-mail.

The screenshot shows the 'Site technical contact administration' page. The page includes a navigation menu on the left with options like 'Software support', 'Electronic Service Request', and 'Open a new problem report'. The main content area displays a greeting 'Hello, ESR Customer', a 'Select a contract' dropdown menu currently showing 'Passport Advantage Express - Passport Advantage Express', and a 'Display caller list' button. Below this, the contract title is 'Passport Advantage Express' and the user is identified as a 'Secondary STC'. There are links for 'Add new caller' and 'Manage Nominations'. A note explains that a new caller's IBM registration ID is required. A filter section allows filtering the caller list alphabetically. A table lists callers with columns for Name, Type, Status, and Details. The first row shows a caller named 'rest' with Type 'Authorized Caller' and Status 'Active'. A 'View' button is next to the status. At the bottom, there are 'Submit' and 'Back to top' buttons, and a detailed legend for the status terms: Active, Inactive, and Terminated.

Callouts:

- The user's IBM ID is required to add new Callers/Users.
- The Manage nominations link will be displayed if you are a PSTC and there is at least one nomination to accept or deny.
- PSTCs can update Caller/User Type (Authorized Caller/User or Secondary STC).
- View Caller's/User's name, phone number, e-mail
- PSTCs and SSTCs can update Caller/User Status.
- Definitions of Status.

Appendix A. PROBLEM IDENTIFICATION WORKSHEET

Complete this form before calling Technical Support

This form helps you identify problems and assists IBM Technical Support in finding solutions.

System Information

What is the failing product?

What is the version and release number?

What machine model, operating system, and version are running?

Problem Description

What are the expected results?

What statement or command is being used?

What are the exact symptoms and syntax?

What is or isn't happening, including exact error number and message text?

Is anyone else experiencing the problem?

Is this the first time this operation has been attempted?

Is this the first time this problem has occurred?

Environment

When did this activity work last?

What has changed since the activity last worked?

Hardware type/model Application

Operating system/version Level of usage

New product version/release Maintenance applied

If the problem does not occur every time, under what conditions does the problem not occur?

Is there any other software running on the system which may be conflicting with this product?

Problem Isolation

Identify the specific feature of the software causing the problem.

Can the problem be reproduced? _____

If so, please provide a reproducible test case or instructions on how to reproduce the error condition

