

# Sepasoft Support Ticket Guide

## Help Us Help You

Sepasoft strives to deliver the most effective and efficient technical support possible for our products. Submitting a support ticket via the Sepasoft client portal allows us to route the issue to the most qualified engineer to study and research the solution. Since detailed requests may include snapshots, project backups, attachments etc..., following this guide can eliminate unproductive hold time over the phone while that data is reviewed for the solution.

Here are some basic guidelines for ticket submission to help us help you.

- **State the issue clearly in the title.**  
Good - "Sample Attribute showing incorrect number format on Individual control chart"  
Bad - "Gateway Console Error"
- **Give a description of the problem.** This may include the desired result and the observed result. E.g. - "The control limit colors do not match the settings in the production model. Specifically, the Range UCL is set to Magenta and it appears as Yellow/Orange"
- **Include the Ignition version, Sepasoft module(s) version and operating system information.** Some issues were resolved with later versions or are known issues being actively worked on.
- **Check client console logs and gateway console logs for any messages (Info, Warn and Error) that are generated that may relate to the issue.** Export those logs and include those files in the ticket submission.
- **Any scripts or error messages are better copied to a text file and attached to the ticket vs pasting the text directly into the ticket. This will make the ticket easier to read.** If you are having trouble with a script please attach the complete script and any supporting scripts. Describe how, when, and where the script is called (via a button press, tag change, timer, etc...).
- **If you need support on a client error message, please select Details and full in the error box and copy the complete error message.** Paste the text into a file and attach it to the ticket. Include the sequence of events that generated the error.

