

Base information for Problem Tickets



Version: 2.0
Status: Released

Last Change Date: 17.05.2019

File Name: Base Information for Problem Ticket V2.docx

Change index

Version/Date	Originator	Remarks / Changes
1.0 / 17.05.2019	G. Spittmann & co.	Initial Version
1.1		
1.2		
2.0		
2.1		

State: **RELEASED**

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1 Scope

This document is intended to provide detailed information about the information and sources that needs to be shared with iTAC Enterprise Support.

Here it's about info's that should be shared in case one of the following modules or functions are affected. Consider that sending the details as below will help to ensure an "as quick as possible" operation of the ticket you are going to release.

2 Checklist

Please consider chapter 2.1 as to be respected in any case of ticket creation and please consider too, that chapter 2.1 mentioning's are mandatory for any other case of the subsequent list.

2.1 Mandatory Hints & Infos

2.1.1 Log locations (server)

Unless the default location of the logs was not changed – which is quite uncommon – they can be found as described below:

MS Windows

`c:\iTAC.MES.Suite\appserver\glassfish\domain\yourDomainName\logs\`

Or

`d:\iTAC.MES.Suite\appserver\glassfish\domain\yourDomainName\logs\`

Linux

`/iTAC.MES.Suite/appserver/glassfish/domain/yourDomainName/logs/`

Unfortunately there's no common standard, regarding the location of the root folder (`/iTAC.MES.Suite/`). Most common are root directory (`/`), `/opt/` or mount point of additional storage.

SAPService_x.log and BI logs are using a corresponding sub-folder subsequent of the above mentioned general log locations.

2.1.2 Log locations (client)

Generally, the log location for client side iTAC applications can be specified in the corresponding configuration section of the same. By default it points to the home directory of the user currently logged in to the PC. If not specified, the client logs will be written to the directory from where the client was started, which is the Windows desktop most likely.

2.1.3 Log handling/backup

In any case, you should backup any log file as soon as possible after an issue raises. Due to the round robin principle of the log re-use, they will be overwritten quite soon and a very powerful information source is lost.

2.1.4 Log provision

Amount of log files and their size could be huge. Due to that, it might be difficult to share those file with iTAC. In such case and as first step, please compress the files e.g. ZIP format, as it will shrink the files and enable you to attach it to the ticket. In case the file is still bigger then 35MB – which means, it can't be attached to the ticket - iTAC provides a WebDAV service to exchange the log files. The service can be found under share.itacsoftware.com. The credentials can be provided by the iTAC ticket processor if not yet known.

2.1.5 Screenshot requirements

General principle: as big as possible (full screen). It's not targeting to keep a screenshot as small as possible and limit the same to a small fraction of the complete screen. It's very common, that the most interesting information for iTAC, which can be taken from a screenshot, is not the most obvious failure message, but the content which is around that.

Due to that, smallest screenshot that should be attached to a recently created ticket, should cover the complete application window. You should not take only portions of the iTAC application, but the complete one.

Best way is, to capture your complete desktop and just blur the parts of that picture which might be confidential.

2.2 Common sharing

In any case, the topics as listed below, should be provided unless somehow applicable. There might be cases where there is no sense to send all that below listed information, but check out.

To share in general:

- S/N and/or other unique numbers of affected objects (e.g. bin number, attrib ID)
- Machine(group number, line number, whichever is affected)
- Time frames to check or use
- Plant number (so far more than one is used)

3 Items to share

This section gives you an overview about the area of our product and which log files we need for function in case there is an issue.

3.1 Quick view

	QMService_x.log	APIService_x.log	IMSAPService_x.log	Local client logs	SAPService.log	ERPService.log	Affected idoc	Screenshot	CoresService_x.log	AdmService_x.log	Java console
Smart receiving client			X	X							
SAP – ERP					X	X	X	X			
API based clients		X	X	X							
iTAC clients			X	X							
DataInterface (SMT)				X							
Workplace								X	X	X	X
QM	X							X			
iTAC.BI.ConfigClient				3.8.1							
IHub				3.8.2							

3.2 Smart Receiving Client

IMSAPIService_x.log (see chapter 2.1.1)
 receiving client logs (see chapter 2.1.2)

3.3 SAP-ERP

SAPService_x.log (see chapter 2.1.1)
 ERPService_x.log (see chapter 2.1.1)
 Affected iDOC if feasible
 Screenshot of transfer monitor that shows the issue

3.4 API based clients

3.4.1 Equipment/shop floor/custom clients

APIService_x.log (see chapter 2.1.1)
IMSAPIService_x.log (see chapter 2.1.1)
Client side log (see chapter 2.1.2)

3.4.2 iTAC clients & interfaces

Client side log (see chapter 2.1.2)
IMSAPIService_x.log (see chapter 2.1.1)

3.5 DataInterface (SMT)

Local interface log (see chapter 2.1.2)

3.6 Workplace

CoreService_x.log (see chapter 2.1.1)
AdmService_x.log (see chapter 2.1.1)
Full Screenshot
JAVA console output

3.7 QM

QMService_x.log (see chapter 2.1.1)
Screenshot of timer “timer.dwh.periodical” settings incl. recent timer history
Screenshot of “QM Status Monitor”.

3.8 BI

3.8.1 iTAC.BI.ConfigClient

All logs from the additional BI sub-folder as described in chapter 2.1.1

3.8.2 iHub

In case of performance and software issue we need additionally the iHub log files which are stored in

```
../BIRTiHubVisualization/BirtiHub/ihub/data/server/log/
```

In case of report and/or dashboard issues we need additionally the data objects, reports and a screenshot of the error message.

3.9 Otherwise issued

3.9.1 General (so far applicable)

- S/N of units, bin numbers, order numbers or similar, that can demonstrate your findings
- Machine number if involved
- Timeframes case finding is based on a schedule
- Plant(number) case multiple exist in your installation
- Logs according to the functional part of your finding

3.9.2 Customer specific client/script/function/report or similar

Case customer specifics are in place, keep in mind, not everyone is in the same business. Due to that, provide some context which helps to sort in the issue you are facing, where in your production this is located and what's its general purpose (like "goods receiving" or "shipping", "final testing", "preparation of ..."). In any case required is the client side log as it describes the steps the client went through in correlation to your findings.