

Partner Support – Data Requirements

Overview on files and data required to effectively troubleshoot product issues

Importance of Using the Revalize Support Portal:

- Primary channel for all support requests via <https://support.revalize.com>
- All communication on a case should solely be handled through the associated case

Operating Hours: EU 08:00 – 17:00 CET

Depending on the issue please provide the following files with the case

Please note that incomplete files / steps to reproduce will increase resolution time



Products affected	Information to be provided
Windows/Desktop Client	Trace, screenshots/screen recording, database
Problem loading files	Trace, file server trace for 8.x
Database problem	Trace, database
CAD Integration	Trace, screenshots/screen recording, database, CAD files
Office Integration / Mail Connector	Trace, screenshots/screen recording
Integration Hub	Trace, screenshots/screen recording, database, CAD/Office files
Generic Job Server / NDF / Format Generator	Trace from the job server itself, DBTRACE, database, CAD/Office files, dbanwout.cfg (only for version 8.7)
ERP / BizTalk	Event log of the BizTalk server
ISI. Control Panel / Management Console	Trace, screenshots/screen recording, database