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.revalizesoftware.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*

* Only required on support request