

# USER GUIDE FOR GENERATING SUPPORT TICKET

**SOLUSOFT TECHNOLOGIES PVT LTD.**

**Version 0.1**

**USER GUIDE FOR GENERATING SUPPORT TICKET**



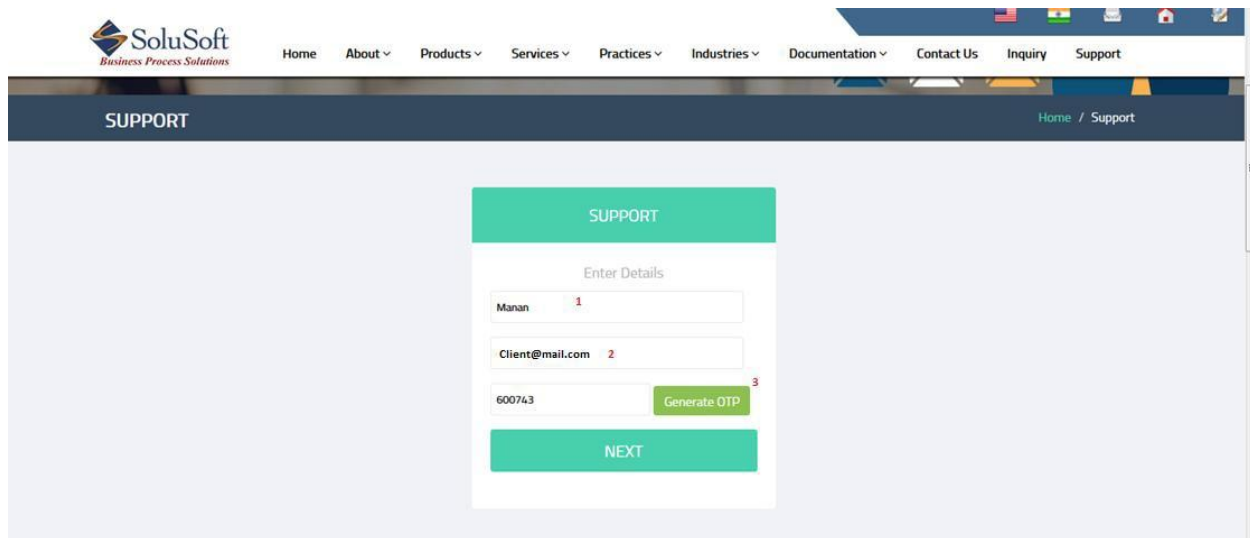
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## USER GUIDE FOR GENERATING SUPPORT TICKET

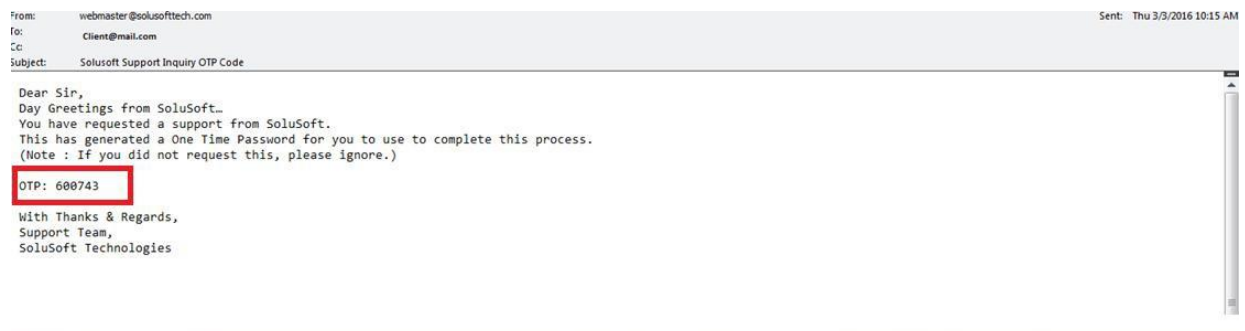
### SUPPORT LOGIN PAGE

User needs to provide “Name” & “Mail id”. After providing official mail id user needs to click on “Generate OTP button”



The screenshot shows the SoluSoft Support Login Page. The page has a navigation bar with links: Home, About, Products, Services, Practices, Industries, Documentation, Contact Us, Inquiry, and Support. Below the navigation bar is a dark blue header with the word "SUPPORT" on the left and "Home / Support" on the right. The main content area features a white form titled "SUPPORT" with the subtitle "Enter Details". The form contains three input fields: "Name" with the value "Manan", "Email" with the value "Client@mail.com", and "OTP" with the value "600743". A green "Generate OTP" button is positioned to the right of the OTP field. Below the form is a large green "NEXT" button.

Clicking on “Generate OTP” user will receive OTP number on mentioned mail id as shown below



# USER GUIDE FOR GENERATING SUPPORT TICKET



User need to apply OTP as show below.

SUPPORT

Enter Details

Manan

Client@mail.com

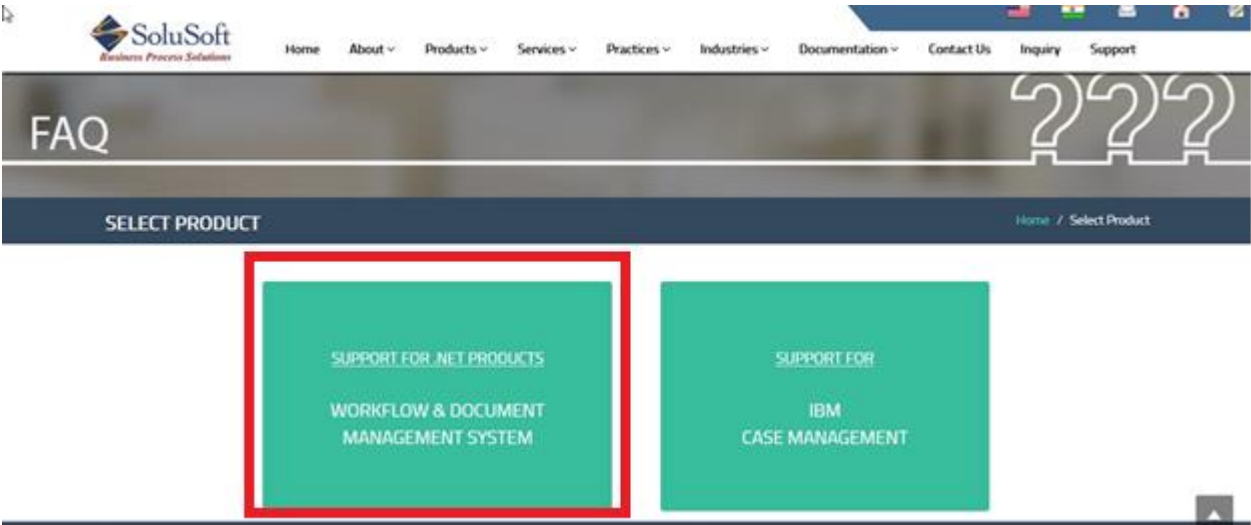
600743

User needs to type OTP received through mail

Generate OTP

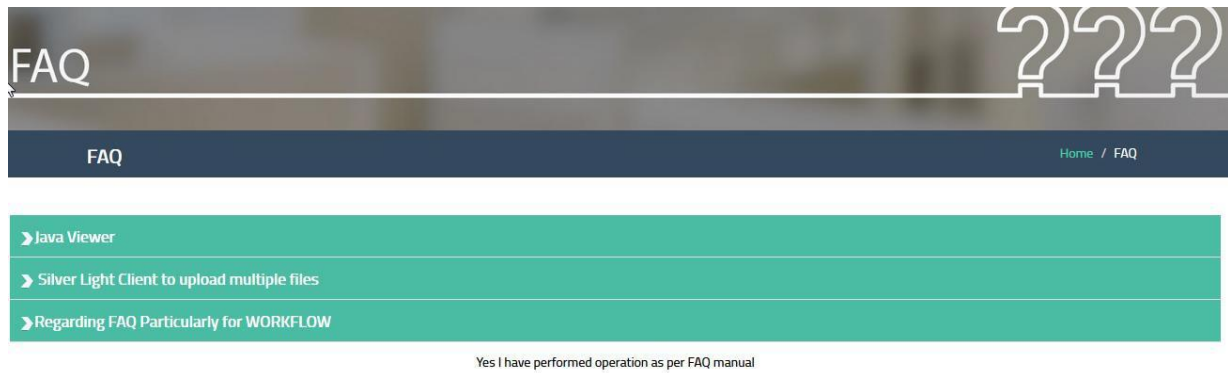
NEXT

Clicking on Next button below screen will be show. User needs to click on IBM case Manager Support Icon.



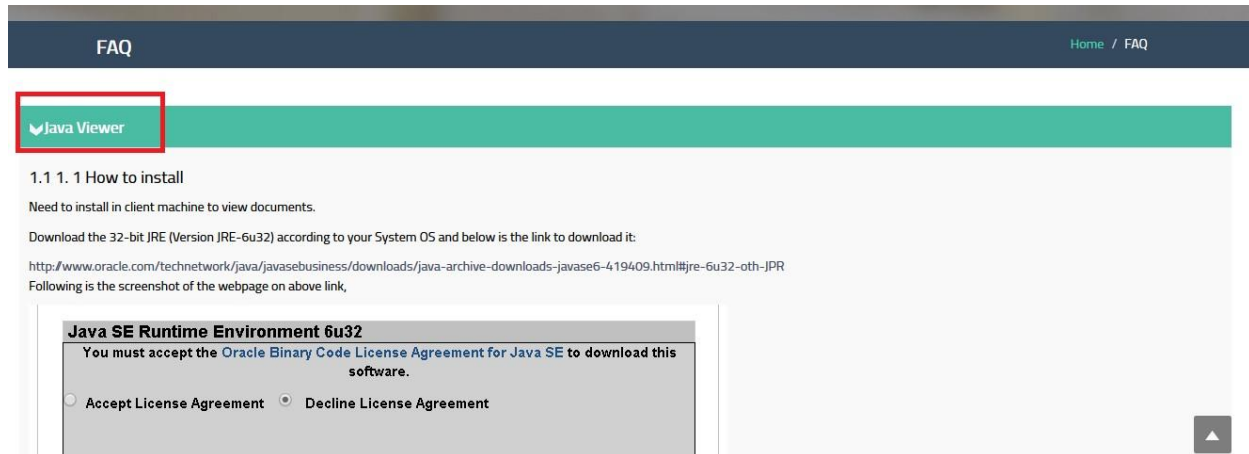
## FAQ

On successful login, user will be able to see “FAQ” screen



## USER GUIDE FOR GENERATING SUPPORT TICKET

If user has issue related to “Java Viewer” then he needs to click on “Java viewer tab” and perform the steps as mentioned in FAQ

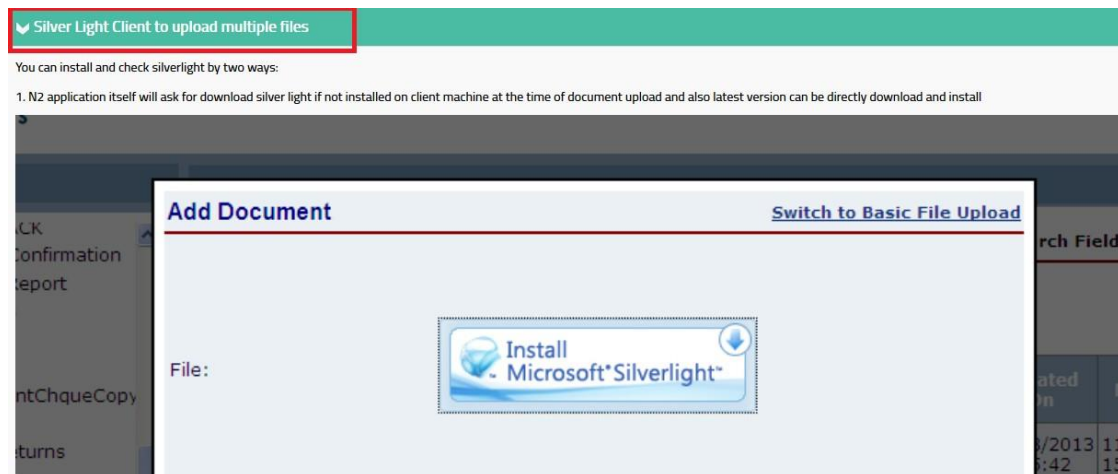


The screenshot shows a web page with a dark blue header containing the text "FAQ" and "Home / FAQ". Below the header is a green navigation bar with a red-bordered tab labeled "Java Viewer". The main content area is white and contains the following text:

1.1 1. 1 How to install  
Need to install in client machine to view documents.  
Download the 32-bit JRE (Version JRE-6u32) according to your System OS and below is the link to download it:  
<http://www.oracle.com/technetwork/java/javasebusiness/downloads/java-archive-downloads-javase6-419409.html#jre-6u32-oth-JPR>  
Following is the screenshot of the webpage on above link,

A screenshot of a Java SE Runtime Environment 6u32 license agreement dialog box is shown. The dialog has a title bar "Java SE Runtime Environment 6u32" and a message: "You must accept the Oracle Binary Code License Agreement for Java SE to download this software." Below the message are two radio buttons: "Accept License Agreement" (which is selected) and "Decline License Agreement". A scroll bar is visible on the right side of the dialog.

If user has issue with “Silver Light Client” then he needs to click on “Silver Light Client tab” and perform the steps as mentioned in FAQ



The screenshot shows a web page with a dark blue header. Below the header is a green navigation bar with a red-bordered tab labeled "Silver Light Client to upload multiple files". The main content area is white and contains the following text:

You can install and check silverlight by two ways:  
1. N2 application itself will ask for download silver light if not installed on client machine at the time of document upload and also latest version can be directly download and install

A screenshot of a web application interface is shown. It features a modal window titled "Add Document" with a "Switch to Basic File Upload" link in the top right corner. The modal contains a "File:" label and a button labeled "Install - Microsoft Silverlight" with a download icon. The background shows a sidebar with menu items like "CK", "Confirmation report", "ntChqueCopy", and "turns", and a table with columns for "ated in" and "M".

## USER GUIDE FOR GENERATING SUPPORT TICKET

If user has issue related to “Workflow” then he needs to click on “FAQ Particularly for Workflow” and perform the steps as mentioned in FAQ

▼ Regarding FAQ Particularly for WORKFLOW

1. License Expiry/License limit exceeds.  
Reset IIS.
2. Workflow routing issue for new uploaded workflow.  
Check all routing conditions from workflow
3. Inbox filter not working/ wrong count in menu/ Wrong count in grid  
Check all inbox filter conditions in workflow. They should be properly written as given in sample.

If above steps are performed but issue is still not resolved then user needs to check option “Yes I have performed operation as per FAQ manual” and click next button

# FAQ

FAQ
Home / FAQ

Step 1

▶ Java Viewer

▶ Silver Light Client to upload multiple files

▶ Regarding FAQ Particularly for WORKFLOW

Yes I have performed operation as per FAQ manual

Step 2

Next Step 3

Clicking on “Next” button below screen will appear. Here user needs to fill all the **correct details**, which will help in investigating the exact issue

ID GENERATION
Home / ID Generation

### ID GENERATION

|   |  |
|---|--|
| Is problem still persisting? <input checked="" type="radio"/> Yes <input type="radio"/> No  | Are all users facing the same issue? <input checked="" type="radio"/> Yes <input type="radio"/> No                 |
| Type of application: <span style="border: 1px solid #ccc; padding: 2px;">DMS</span>   | Workflow generated by: <span style="border: 1px solid #ccc; padding: 2px;">SoluSoft Patner</span>                  |
| In case of specific user, share user and machine details (e.g. Browser details, JRE details, OS)  |  |
| Reproducibility of problem: <span style="border: 1px solid #ccc; padding: 2px;">Always</span>   | priority: <input checked="" type="radio"/> High priority <input type="radio"/> Low priority                        |
| Please provide steps to reproduce issue   |  |
| <div style="border: 1px solid #ccc; min-height: 40px;">                     When i click on inbox i cannot find work items                 </div> |  |
| In case of new workflow upload, all conditions are checked? <input checked="" type="radio"/> Yes <input type="radio"/> No                         | Is the problem reported to concern channel partner? <span style="border: 1px solid #ccc; padding: 2px;">Yes</span> |

**Continue...**

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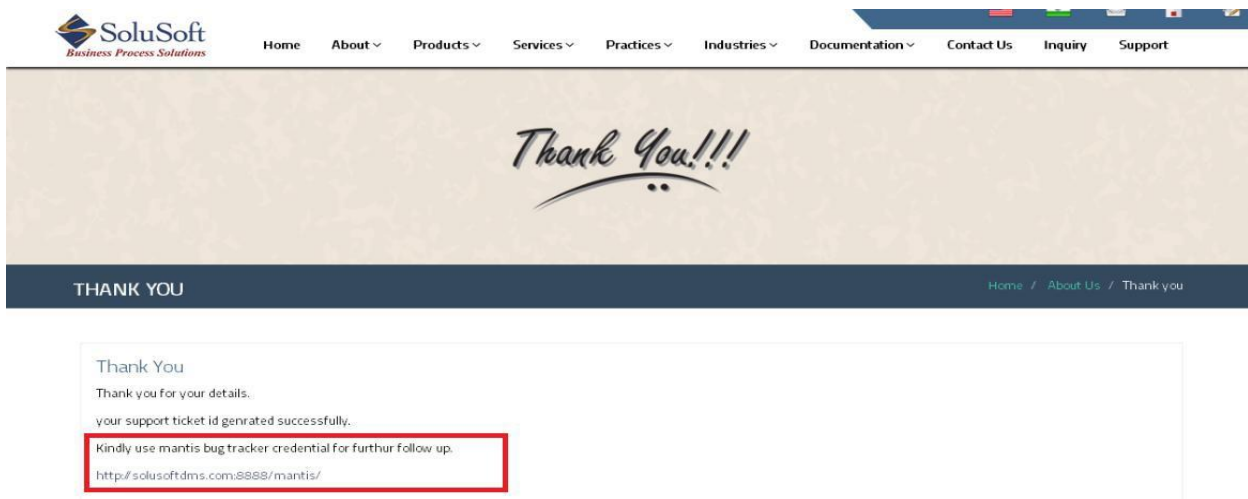
## USER GUIDE FOR GENERATING SUPPORT TICKET

|  |   |
|--|---|
| Since how long user is facing this issue?  | 2 weeks   |
| Is any other change done on server or client machine?  | No  |
| Other details which user wants to share (e.g. recent password change or JRE update)                                | i have update JRE to 1.8  |
| Workflow Name <input type="button" value="Browse..."/> Test.txt  | Screenshot of issue <input type="button" value="Browse..."/> test issue.png |
| Description of problem in detail   | When i click on inbox i cannot find work items                              |
| <input type="button" value="SUBMIT TO GENERATE SUPPORT TICKET"/>   |   |
| <small>After filling all the required information user needs to click on submit to generate support ticket</small> |   |

Once all the requested information are mentioned, user needs to click on “Submit to Generate Support Ticket”. This will provide information to SoluSoft to generate support ticket.

## ACKNOWLEDGEMENT

On successful submission of support ticket below screen will be shown to the user



The screenshot shows the SoluSoft website navigation bar with links: Home, About, Products, Services, Practices, Industries, Documentation, Contact Us, Inquiry, Support. Below the navigation bar is a large banner with the text "Thank You!!!". Below the banner is a dark blue bar with the text "THANK YOU" and a breadcrumb trail: Home / About Us / Thank you. Below the dark blue bar is a white box containing the following text: "Thank You", "Thank you for your details.", "your support ticket id generated successfully.", "Kindly use mantis bug tracker credential for further follow up.", and a URL: <http://solusoftdms.com:8888/mantis/>. The URL is highlighted with a red box.

User will also receive mail with all the information that he had filled during “support ticket generation process”



## USER GUIDE FOR GENERATING SUPPORT TICKET

From: webmaster@solusofttech.com  
 To: Client@mail.com  
 Cc:  
 Subject: Regarding Support Ticket Generation

Sent: Thu 3/3/2016 10:34

Dear Sir,  
 Thanks for providing your information.  
 We will get back to you shortly with ticket id for any future communication related to present concern.  
 We appreciate your patient and support.

-----  
 The information you provided as below :

- > Is problem still persisting?  
: Yes
- > Are all users facing the same issue?  
: Yes
- > Type of application  
: DHS
- > Workflow generated by  
: SoluSoft Patner
- > In case of specific user, share user and machine details

User can track the issue by visiting below link with credentials already provided by SoluSoft.

<http://solusoftdms.com:8888/mantis/>

### SUPPORT DETAILS

| Contact Name                            | Location  | Contact Number  | E-Mail ID  |
|---|-----------|---|--|
| Jay Ruparelia<br>(Central Service Desk) | Ahmadabad | <b>Landline no:-</b> 079-30073213/079-30073790<br><br>+919898977701/<br>+919687409793 | <a href="mailto:jruparelia@solu-soft.com">jruparelia@solu-soft.com</a> |