

# Escalation Template

Copy and paste the text in bold and fill up the information in the case prior to escalating. See description of each point below.

1. **Escalation type**
2. **Describe the problem**
3. **Describe the environment**
4. **Describe the troubleshooting steps you tried**
5. **Attach logs (see minimum requirements) and note relevant date and time**

**Escalation type** (Stuck and need help, Reproducible Defect, Feature Request)

## **Describe the problem**

Provide a clear description of the situation, things like:

- Symptoms you are seeing
- Error message screenshot, and in text so the error is searchable in Salesforce
- Screenshots should show the full UI
- Does the issue affect multiple users? Just one user?

## **Describe the environment**

- Mail server and version (E.G. Exchange 2013, Groupwise 2014, etc)
- NetGovern product and version (E.G. Archive 6.3.0.1454)
- Versions of other relevant applications (E.G. Outlook 2013 32-bit, Firefox 63 64-bit)
- Describe the system (E.G. 3 nodes, recently upgraded, no firewall, domain-joined)
- The servers are using a host file
- There is a load balancer in the front of the server.

## **Describe the troubleshooting steps you tried**

- What have you done to diagnose and investigate the issue?
- What are the steps you followed? Please be specific.
- Can you duplicate in a lab? If this is something reproducible with the client's data, please attach it.
- What changed recently?
- Did you search existing cases?
- Did you search using Google?

## **Attach logs and note relevant date and time**

- Try to provide the minimum amount of logs while still providing useful information
- Enable debug logging
- Re-run the job with just one user
- State the date/time when the issue occurred, when the job started, etc.

## **Minimum traces/logs required:**

- Archive job - Trace Folder
- Index job - NIPE log, DB Summary with Details and DB Trace (logging enabled)
- ILM/Export/Storage job - DB Summary with Details and DB Trace (logging enabled)
- Detach issue - DB Summary with Details and Trace folder (logging enabled)
- Netmail Search access - DP.log (dp logging enabled)
- Netmail Search searching - Dp.log and NIPE log (dp logging enabled)
- Outlook Add-in - Trace from workstation and DP.log (dp logging enabled)
- OWA issue - A\_log and DP.log (dp logging enabled)

Please make an effort to attach traces/logs that are easy to follow. You can achieve this by renaming the existing trace folder and re-running the job and duplicating the issue. That will speed up response time from development. Uploading a 100 MB file will simply force them to ask for the traces again.

There are cases where some information will be irrelevant/unnecessary, it is impossible to create a template that would suit all types of cases. Please do a best effort to include the information, and if you cannot, the reasoning as to why it cannot be included.

## Related articles

- [Escalation Template](#)
- [How to configure AD authentication for the Netmail Administration console](#)
- [How to enable RIF visibility for end-users](#)