HCLSoftware Support Case for HCL Digital Experience

Use this document to prepare opening an HCLSoftware Support Case for HCL Digital Experience and provide the right information to get speedy and accurate assistance.

Use the HDX-ADM-200 Monitoring and Troubleshoot lesson for instructions to complete.

**Business Impact**

* What type of environment is this? (Production, Test, Development, etc.) If Production, is the system live?
* Is the issue occurring in more than one application?
* How many users are impacted? Are these all users, or a specific subset?  If a subset, have you identified anything in common with the affected users?
* What type of end user(s) is/are affected? (e.g. internal or external users?  VIP users/customers?)
* What is the frequency of the issue?
* Is a critical business operation involved?  If yes, please explain.
* Is there any deadline (e.g. production rollout, project milestone) affected by this problem? If yes, what is the date of the deadline?
* Are there any pending decision based on this issue?  If so, who is making such decision?
* If there is any additional business impact that you would like to share, please let us know.

**Environnent :**

* DX Server Version: (e.g. HCL DX 9.5 CF223)
* OS: (e.g. OpenShift 4.17, RHEL 7.9, Windows Server 2022 or AIX 7.2)
* DB: (e.g. DB2 Standard Edition v11.5)
* WAS version: (e.g. WAS v9.0.5.20 - for traditional deployment only)
* Java version: (e.g. Java 1.8 - for traditional deployment only)

**Description**

Provide clear problem description including:

* Expected behavior
* Actual behavior
* When behavior has been observed
* Symptoms
* Steps to reproduce

**Once submitted**

Provide any supporting documentation which may include:

* Product log files
* System log files including traces or error messages
* Screenshots
* Record a video when the problem is reproduced
* If the product supports a collector tool, run it and provide the output file