

InGenius®

Connector Enterprise

How to Report an Issue
February 2018



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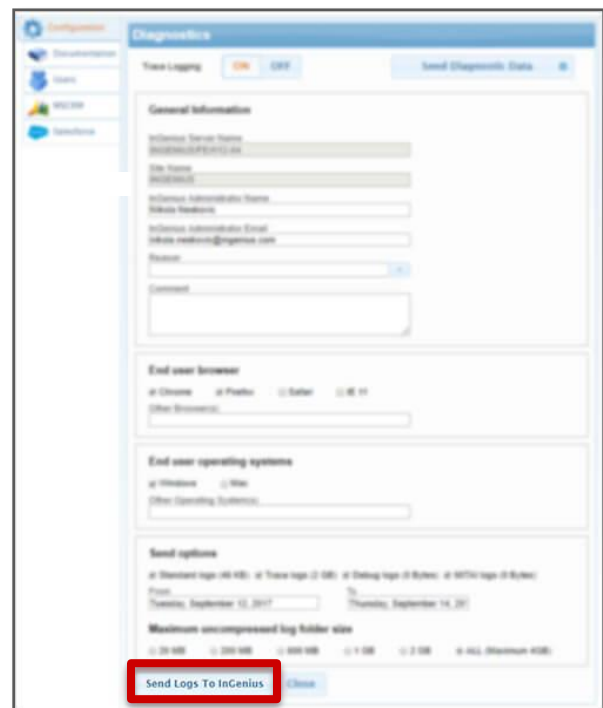
Summary

If you experience an issue with InGenius Connector Enterprise, a streamlined process exists to file a report with customer support. The customer support team can answer questions about licenses, configuration issues and ensures that the InGenius Connector Enterprise installation is optimized to fully leverage the software features.

Description

To report an issue:

- Talk to the agent who experienced the issue and record what they were doing when it occurred
- Determine if the issue is reproducible
- Open the InGenius Server Configuration Tool directly on the InGenius server
Note: this tool is different from the web-based Runtime Admin tool
- Select **Send Logs to InGenius**
- Fill out the form with all the recorded details and what you observed



The screenshot shows the 'Diagnostic Data' form in the InGenius Server Configuration Tool. The form is titled 'Diagnostic Data' and has a 'Send Diagnostic Data' button in the top right corner. Below the title, there are two buttons: 'New Logging' and 'OFF'. The form is divided into several sections: 'General Information' with fields for 'InGenius Server Name', 'Site Name', 'InGenius Administration Name', 'InGenius Administration Email', 'Phone', and 'Comment'; 'End user browser' with radio buttons for 'Chrome', 'Firefox', 'Safari', and 'IE 11', and a text field for 'Other Browser(s)'; 'End user operating system' with radio buttons for 'Windows' and 'Mac', and a text field for 'Other Operating System(s)'; and 'Send options' with radio buttons for 'All', 'Trace logs (2 MB)', 'Debug logs (2 MB)', and 'All logs (4 MB)', and a 'Maximum uncompressed log folder size' section with radio buttons for '1 GB', '2 GB', '4 GB', '8 GB', and 'All (Maximum 4GB)'. A red box highlights the 'Send Logs To InGenius' button at the bottom of the form.

Sending this diagnostic data makes troubleshooting more effective. InGenius customer support automatically receives a report with:

- The InGenius software version
- Your machine's configuration
- A capture of the InGenius processes open when your issue occurred

A customer support representative will contact you by email or phone to work with you on resolving the issue.

Contact Us

For any queries about this document, please contact your support team at icesupport@ingenius.com or +1-613-591-9002 ext. 4000.