

Information required when creating a support case

000030860 | Reference | Last updated 2026-09-10 | General Support

Issue

When facing a technical issue with a Tungsten Automation product, customers would like to resolve it as quickly as possible, either by finding an answer in the documentation or by engaging the Technical Support Team to raise a support case.

When opening a support case, the quality of the information provided in the initial description can substantially shorten the case resolution times.

Below is a list of the information you should provide in a new case whenever possible.

Providing this information upfront means that the Technical Support Engineer won't need to request it on another communication avoiding further delays and they can start working on a resolution straight away.

Solution

Please see below a summarized workflow of the best way to open a support case for speedier resolution. Detailed information on each step is available below the image.

1. Check the Knowledge Portal: This is an online resource available to all Tungsten Automation customers, where articles are included every day to help our customers resolve known issues or provide more detailed information on certain product features.

[Tungsten Automation Knowledge Portal](#)

2. Provide the product Serial Number: This is a code made up of 2 alphabetic characters that normally indicate the customer's country code and 5 digits: AAnnnnn. This code allows us to check the licenses available to the customer and their maintenance status.

3. Add details about the product version (SP, FP), OS, and DB versions: This information is very important when technical issues are reported, as the versions could already provide information on known issues that might affect a particular version. It is also important for engineers so that they can set up a local environment in the same version to replicate the issues reported.

4. Send log files: When errors have been triggered in the product, the logs will normally provide more detailed information about the error displayed on the screen and therefore help identify a possible faulty module/feature.

Portal Case Data and Attachment Policy

5. Attach screenshots, videos, and files for reproduction: The quickest way to get to the resolution of a complex issue is to provide Technical Support with enough information to allow them to replicate the issue locally so that all resources have access to it and can perform the debugging and troubleshooting needed.

6. Provide detailed description of the issue: This step combined with the above will also help with the replication steps and troubleshooting.

7. Be clear with the case priority (critical, high, or normal): Please read the article below to select the appropriate case priority.

How to select a support Case Priority

8. State the impact on the business and the users. This will convey the urgency of the matter and allow us to assess the potential impact on other customers who may also be affected by a similar issue. (For example: users are unable to log in, a particular branch can't work due to the problem, percentage of records affected, etc...)

Level of Complexity

Easy

Applies to

Product	Version	Build	Environment	Hardware
ALL				

References

How to select a support Case Priority

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/30860>