

# Information to Include in a Support Request

To help you with your problem, our support team needs some information on your software and environment. The information required depends on the particular PAS component for which you need help.



Please note, that the quality of your report plays a significant role in reducing time that we need to fix the problem.

## Required General Information

Regardless of the affected component of the **Scheer PAS** platform, we kindly ask you to always provide us with the following basic information for each support request:

Item	Information	Example
<b>Version</b>	Which version of <b>Scheer PAS</b> do you have installed? You can see the version you are using in the lower right corner of the <b>Scheer PAS Portal</b> .	<ul style="list-style-type: none"><li>• <b>Scheer PAS 20.1.8</b></li><li>• <b>Scheer PAS 21.2.1</b></li></ul>
	The <b>Scheer PAS</b> version also clearly defines the version for the individual components. If you want to know more about which version of a component is included in a specific <b>Scheer PAS</b> version see <a href="#">Scheer PAS Release Notes</a> .	If you are using <b>Scheer PAS</b> version 21.2.1, <b>Scheer PAS Designer</b> version 3.2.0 is associated with it.
<b>System</b>	On which system did the error occur? If you are not sure, just send us the URL from the address line of your browser.	<ul style="list-style-type: none"><li>• Test</li><li>• Productive</li></ul>
<b>Network</b>	In which network is the application running (routing problems)?  Have internal infrastructure points (such as firewall, routing, general accessibility, system load, storage space, certificate validity or other known changes in hosting in the immediate past) already been checked?  If relevant, please supply helpful network information (e.g. contextual network settings for a clustered database setup).	
<b>User</b>	Which user was affected by the problem and when? Please send us the respective user name and the time when the error occurred.	
<b>Browser</b>	In which browser did the problems occur? If possible, send us also the browser version.	<ul style="list-style-type: none"><li>• <b>Chrome Version 79.0.3945.130</b></li><li>• <b>Firefox 60.7.2esr.</b></li></ul>
<b>Operating System</b>	Which operating system do you use on your client device?	<ul style="list-style-type: none"><li>• <b>Windows 10</b></li><li>• <b>Ubuntu 18.04.1 LTS</b></li></ul>
<b>Available Memory</b>	What is the available memory of your operating system?	
<b>Component</b>	In which component and in which version did you observe the error?	<ul style="list-style-type: none"><li>• Administration</li><li>• User Management</li><li>• API Management</li><li>• Designer</li><li>• ...</li></ul>

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### Related Pages:

- [The Scheer PAS Support Center](#)
- [Troubleshooting](#)

<b>Problem Description</b>	<ul style="list-style-type: none"> <li>Please describe the problem / error as <b>detailed</b> as possible with a step-by-step description.</li> <li>Is there a reproducible way to reproduce the problem? <ul style="list-style-type: none"> <li>If so, it is very helpful to provide <b>exact click paths</b>: Which steps were performed/which buttons were clicked before the error occurred?</li> <li>If possible, please attach <b>screenshots</b>, e.g. of the relevant page with the displayed error messages in the application or developer console. Please make sure that the screenshots show the <b>entire page including the URL</b>.</li> </ul> </li> <li>Are you still able to login to the respective <b>Scheer PAS</b> component and to navigate within the application? <ul style="list-style-type: none"> <li>If so, for which action does the error occur (e.g. you cannot open a specific view or a specific model/service /form etc.)</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li><b>Add additional information</b> about the problem / error. <ul style="list-style-type: none"> <li>Did the intended action previously work or was something new attempted (regression error)?</li> <li>Are there any known errors in other user activities (concurrency problems)?</li> </ul> </li> </ul>	The problem / error occurs <ul style="list-style-type: none"> <li>always</li> <li>sometimes only</li> </ul>
<b>System Files</b>	If connections with certain services are known, please attach all <b>relevant log files</b> or <b>Kibana</b> exports to your support request.	

Please find the **required component-specific information** in the related sub-chapters:

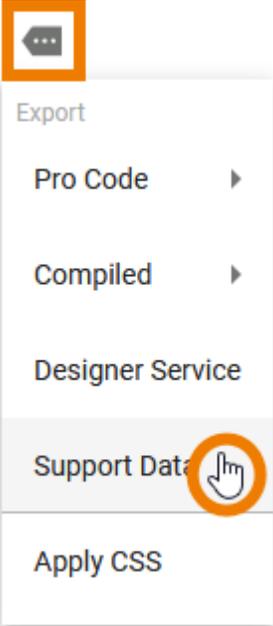
- [Administration](#)
- [Designer](#)
- [Integration \(Bridge\)](#)
- [Analyzer](#)
- [Process Mining](#)
- [BPaaS / Mobile](#)

## Required Administration-specific Information

Item	Information	Example
<b>View</b>	Does the problem occur in a specific view of the application?	<ul style="list-style-type: none"> <li>User Management</li> <li>RPA</li> <li>Process Mining</li> </ul>

## Required Designer-specific Information

Item	Information	Example
<b>View</b>	Does the problem occur in a specific view of the application?	<ul style="list-style-type: none"> <li>Explorer</li> <li>BPMN Editor</li> <li>Form Editor</li> <li>Mapping Editor</li> <li>or others</li> </ul>
<b>Namespace</b>	In which namespace does the error occur?	

<b>Libraries</b>	Which libraries do you use in your Designer project and in which version?	
<b>Deployment</b>	<p>Where do you want to deploy to?</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p> We recommend using container deployment as the default deployment target starting with PAS 23.1. For further information see:</p> <ul style="list-style-type: none"> <li>• <a href="#">Designer Guide &gt; Deployment as Container</a></li> <li>• <a href="#">Administration Guide &gt; Controlling Containerized xUML Services</a></li> </ul> </div>	<ul style="list-style-type: none"> <li>• Bridge</li> <li>• Container</li> </ul>
<b>Support Data</b>	<p>If you need to open a support request related to problems with a Designer service, you should always attach the so-called <b>Support Data</b>. You can export the data via the <b>Controls</b> panel in the Designer:</p> 	

## Required Integration (Bridge)-specific Information

If you have got problems with one or more xUML services, find below a list of information we need to work on your request.

Item	Information	Example
<b>Version number</b> of the xUML Runtime	If you do not know your Runtime version number, open the Bridge administration console, go to the Bridge node and look at the <b>Runtime</b> tab (see also <a href="#">Managing a Bridge Node Instance</a> ).	<ul style="list-style-type: none"> <li>• 2022.1 [BASE, SAPNW]</li> </ul>
<b>Operating system</b>	Operating system the Bridge is running on (PAS Operating system)	
<b>Configuration of the service</b>	The configuration of a service consists of <ul style="list-style-type: none"> <li>• <a href="#">xUML Service Settings</a></li> <li>• <a href="#">Preferences of an xUML Service</a></li> </ul>	

<b>bridgeserver log file</b>	<p><b>bridgeserver log file of the day the error occurred</b></p> <p>For each day, the Bridge creates a new log file in the following directory: &lt;bridge data directory&gt;\bridge_&lt;name of the service&gt;\logs\bridgeserver_&lt;date&gt;.log</p> <p>You can collect the log file from this location or download it directly from the Bridge (see <a href="#">Logging of xUML Services</a>).</p>	
<b>Problem concerns a specific functionality</b>	<p>If your problem touches specific functionality, please prepare a <b>minimal project</b> that reproduces the problem and attach it to your support request.</p> <p>We need: the XML model file, the compiled repository, test case(s)</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p> Providing us with a model that requires additional backends slows down the work significantly!</p> </div> <p>If you cannot reduce your project, send the complete Bridge project including model, compiled repository and test cases.</p>	

## Specific xUML Service Problems

If you have a specific problem, we may need additional information:

Item	Information
<b>xUML service does not start</b>	<p>If an xUML service does not start, we need the start log of the service.</p> <p>The Bridge logs startup information to a file in the following directory: &lt;bridge data directory&gt;\bridge_&lt;name of the service&gt;\logs\start.log</p> <p>You can collect the log file from this location or download it directly from the Bridge (see <a href="#">Logging of xUML Services</a>).</p>
<b>xUML services crashes</b>	<p>If an xUML <b>service crashes</b> ( sign in the Bridge), we need the <a href="#">start log</a> (see above) and the Bridge project including model, compiled repository and test cases.</p> <p>If you <b>can not reproduce the error</b>:</p> <ul style="list-style-type: none"> <li>• If the <b>Java adapter</b> is used in the service, send file &lt;bridge data directory&gt;\bridge_&lt;name of the service&gt;\hs_err_pid&lt;process_number&gt;.log.</li> <li>• On <b>Windows</b>, <a href="#">enable full user-mode dumps in Windows Error Reporting</a> and install the <b>symbol xUML Runtime packages</b> for the dump file to be created next time the service crashes. You can request the symbol packages from our support.</li> <li>• On <b>Unix</b>, enable core dumps. You have got two possibilities to do this: <ul style="list-style-type: none"> <li>◦ Log in as Bridge user and manually start the xUML service using the command: <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <pre>&lt;bridge data directory&gt;/bridge_&lt;name of the service&gt;/bin/start.sh &lt;bridge prog directory&gt;</pre> </div> </li> <li>◦ Enable core dumps on the BRIDGE by editing file &lt;bridge prog directory&gt;/bin/e2e_console.sh. Find the line <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <pre>echo ulimit -S -c 0 &gt;&gt; \$TOMCAT_SCRIPT</pre> </div> <p>add a #-sign in front of the line (to comment this line out) it and restart the BRIDGE.</p> </li> </ul> </li> </ul>

## Required Analyzer-specific Information

If you have got problems with the Analyzer, find below a list of information we need to work on your request.

Item	Information
<b>Analyzer version</b>	You can easily find the version number by going to the <b>Help &gt; About</b> menu. There you can copy the whole version information by clicking <b>Copy to Clipboard</b> .
<b>Builder project</b>	If possible, zip the <b>Builder project folder</b> and send us the whole project this way or send us all involved repositories and all required resources.

## Installation Problems

Item	Information
Problem with <b>Analyzer</b> Installation	If you have got a problem with installing the <b>Scheer PAS Analyzer</b> , please provide us with <ul style="list-style-type: none"> <li>the name of the Analyzer installer file, e.g. <b>AnalyzerInstaller-7.2.0.x64.exe</b></li> <li>the operating system you tried to install the Analyzer on</li> <li>On Windows systems: Open a Command Prompt and start the installer with <code>AnalyzerInstaller-7.x.x.x64.exe &gt;install.log</code>. This will route all error messages of the installer to a separate log file. Attach this log file to your support request.</li> </ul>

## Required Process Mining-specific Information

Item	Information	Example
<b>Database</b>	Which database is used?	<ul style="list-style-type: none"> <li>MySQL 5.7</li> <li>SQL Server 2012</li> </ul>

If the problem is related to the **collection of the data**, please include the following information:

Item	Information
<b>analytics-collector-service</b>	Send the logs of this service.
<b>analytics-etl-service</b>	Send the logs of this service.
<b>ETL Process</b>	Status of the ETL process/the imports (you can check in the logs of the <b>analytics-etl-service</b> ).
<b>Service</b>	<ul style="list-style-type: none"> <li>Which service is affected?</li> <li>Which service is collecting the data?</li> <li>Check the Mining Administration: Is the option for log collection set (see <a href="#">Administration Guide &gt; Collecting Logs</a>)?</li> </ul>

## Required BPaaS / Mobile-specific Information

Please send us an **export** of the affected project or app project (see [BPaaS Guide > Exporting Models](#) for BPaaS and [Mobile Guide > Fehlerbehandlung in der App](#) for Mobile) with any support request regarding BPaaS / Mobile.

## Problems with Modeling

If your request concerns problems with modeling, please always send us the following required information:

Item	Information
<b>Profile</b>	What is the name of the <a href="#">profile</a> where the faulty app is stored?

<b>Project</b>	What is the name of the <a href="#">project</a> in which the associated app project is stored?
<b>App Project</b>	What is the name of the <a href="#">app project</a> where the problem occurs?
<b>EPC Model</b>	In which EPC model do the difficulties occur? At which process step?
<b>Process Apps / Mobile Apps</b> (Create / Overview)	Please tell us the names of the <a href="#">Process Apps / Mobile Apps</a> that were created in the App project.

## Execution Problems/Faulty Instances

The information required for requests concerning execution errors that include faulty instances is largely identical to the information required for [Problems with Modeling](#) . **In addition** to this, the following information is also required:

Item	Information
<b>Mobile Device</b>	Brand and operating system of the mobile device used, if known also the version of the operating system.
<b>Mobile App</b>	Version number of the installed <b>Scheer PAS Mobile App</b>
<b>Form</b>	In which <a href="#">form</a> do the errors occur? What is the associated process step?
<b>Form Field</b>	The input in which <a href="#">form field</a> causes problems?
<b>UUID</b>	<p>If instances have already been created that are incorrect, please send us the UUID of the affected instances.</p> <p>Each instance created has a <b>UUID</b>. The UUID is a key with which we can uniquely identify the instance in the database. You can easily display the UUID of an instance in an <a href="#">overview table</a>.</p> <p><b>Procedure:</b></p> <ul style="list-style-type: none"> <li>• <b>For BPaaS:</b> Simply open the column configuration of the overview and unhide the already existing column UUID. Now you can copy the UUIDs you are looking for from the table. If you no longer need the column, you can hide it again at any time.</li> <li>• <b>For Mobile:</b> Simply open the column configuration of the mobile overview and insert a column with the field name in the <b>uuid</b> container. If you no longer need the column, you can hide or delete it at any time.</li> </ul>