

We ask field representatives and customers to use templates to report product defects. For all bugs encountered on an Edge node or private cloud, we ask that you attempt to reproduce the problem on a public cloud installation. If the bug cannot be reproduced in the public cloud, please use the appropriate template — [Edge](#) or [Private Cloud](#).

Support's ability to respond promptly and completely is enhanced by the degree to which you fill in each field with precise, detailed information.

Send the completed form to support@vantiq.com.

NOTE: **NEVER** send any unencrypted license information, passwords, or secrets via email.

VANTIQ Issue Submission Template

Customer Name <i>Account name</i>	
Designated Customer Contact (DTC) <i>Email address</i>	
Submission Type	Select...
Severity	Select...

Problem Description

Use Case: *Briefly describe what you are trying to do.*

Product Limitation: *What roadblock are you hitting?*

Customer Impact: *Explain how this affects your application or operations.*

Steps for Reproduction: *Numbered steps 1-N.*

☐ **Project Export File:** Attached (please attach to your email)

When Possible

- ☐ Screenshots and/or video that illustrate the problem are attached
- ☐ Exports of other relevant artifacts are attached

Alternatives / Workarounds: *Describe any alternatives or workarounds found.*

Error Messages: *Complete list of error messages.*

Execution Environment

Identify UI <i>(check all that apply)</i>	
☐ Android <i>Device: Samsung, LG, etc.; OS: from About box</i>	
☐ iOS <i>Device: iPhone model; OS: from More tab</i>	
☐ Modelo Version <i>Username > About</i>	
☐ CLI <i>-v output</i>	
☐ Browser <i>e.g. Safari 10.2, Firefox 45.8</i>	
Identify Server	
Location of VANTIQ server <i>URL</i>	
Server Version <i>Username > About (optional if public cloud)</i>	

VANTIQ Environment

Fill in all that apply.

Organization	
Namespace (required)	
Project (required)	
Client	
App	

Namespace Access

Required if a project export replicating the problem is not provided.

☐ Namespace invite sent to support@vantiq.com