

We ask field representatives and customers to use templates to report defects and enhancement requests. This template covers the additional information required for defects that only occur on Edge node deployments. For all bugs encountered on an Edge node, we ask that you attempt to reproduce it on a public cloud installation. If the bug can be reproduced in the cloud, please use this [template](#).

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 Edge Issue Submission Template

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

Problem Description and Context

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

Product Limitation: *What roadblock are you hitting? Describe any workarounds found.*

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

Steps to Reproduce: *Numbered steps 1-N.*

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

When possible, please include:

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

To enable logging, put [logback.xml](#) into your config directory and restart the edge node. Windows users should use the Git Bash (not the Cygwin) shell.

Error Messages: *Complete list of error messages.*

Why the problem will not reproduce on the Cloud

Outline the steps taken to attempt to reproduce the problem in a namespace on the public cloud. Include your thoughts on why the problem does not reproduce on the cloud.

Reproduction attempts and analysis:

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	
Release ID <i>From About box</i>	
How deployed	Select...
Options / Configuration	Ideally, attach the contents of the server config directory.
MongoDB	
Release ID	
How deployed	Select...
☐ Server config directory contents are attached	