

We ask field representatives and customers to use templates to report defects and enhancement requests. When possible, we ask that you attempt to reproduce bugs on a public cloud installation. If the bug can be reproduced in the public cloud, please use this [template](#).

When issues arise during the configuration of the infrastructure or deployment of Vantiq into the infrastructure, we request that you provide up-to-date information about the private cloud.

Send the completed form to support@vantiq.com. Please attach all relevant logs.

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

VANTIQ Private Cloud Issue Submission Template

Customer Name <i>Account name</i>	
Designated Customer Contact (DTC) <i>Email address</i>	
Submission Type	Select...
Problem Area	Select...
Severity	Select...
Vantiq Release ID <i>Major.Minor.Patch</i>	

Support Team Access (if available)

- ☐ **Vantiq:** Invite to the namespace with the problem sent to support@vantiq.com
- ☐ **Infrastructure:** Kubectl credentials provided (encrypted)

Problem Description / Use Case

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.*

Infrastructure

IDs for access to Vantiq resources

GitHub ID	
quay.io ID	

Cluster Description

IaaS	Select...
System ID vantiq_system_release, e.g. 3.12.1	
k8s release AKS, EKS, OKE, other (specify) + version	
Front door URL	
License expiration Date	
Cluster configuration k8sdeploy_clusters, private GitHub repo, ...	

NOTE: This information should be stored with your Account information in Vantiq's Salesforce instance. If not, you will need to provide (update) it.

Vantiq Product Issue

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

Optionally:

- ☐ Screenshots that illustrate the problem are attached
- ☐ Exports of other relevant artifacts are attached

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

Error Messages: *List error messages.*

Why the problem will not reproduce on the Public 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 (check all that apply)	
☐ Android Device: Samsung, LG, etc.; OS: from About box	
☐ iOS Device: iPhone model; OS: from More tab	
☐ Modelo Version Username > About	
☐ CLI -v output	
☐ Browser e.g. Safari 10.2, Firefox 45.8	
Identify Servers	
Vantiq Release ID From About box	
MongoDB Release ID	
UserDB (if configured) Release ID or N/A	
Qdrant (if configured) Release ID or N/A	