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](https://vantiq.sharepoint.com/:w:/g/EfaJfJmK1-tLljh0FN5JpPwBRTfI8k3ndAM3TNQySgHpGQ).

Send the template to [support@vantiq.com](mailto:support@vantiq.com).

**VANTIQ Issue Submission Template (Edge Node)**

|  |  |
| --- | --- |
| Customer / Prospect Name | {N/A, name} |
| Submission Type | {Defect, Enhancement, Developer Support, Infrastructure} |
| Severity | {1, 2, 3, 4} |
| Identify UI {delete rows that don’t apply} |  |
| * Android | {Device: Samsung, LG, etc.; OS: From About Box} |
| * iOS | {Device: iPhone 5,6,7; OS: From More Tab} |
| * Dev Portal | {User Name > About} |
| * CLI | {-v output} |
| * Browser | {Safari 10.2, Firefox 45.8, etc.} |
| VANTIQ Server |  |
| * Release ID | {From About Box} |
| * How deployed | {Zip, Docker} |
| * Options / Configuration | Ideally, attach the contents of the server **config** directory |
| * Logging Enabled? | Ideally, attach the output. See [below](#LG) for configuration. |
| MONGO |  |
| * Release ID |  |
| * How deployed | {Zip, Docker} |

**To Enable logging**: Put [logback.xml](https://vantiq.sharepoint.com/:u:/g/EcbPo2OkN5pErbYxpBtFYiQBCBouGihpOy-cJxrw19P4XQ) into your config directory and restart the edge node. NOTE: Windows users should use the Git Bash (not the Cygwin) shell.

## Problem Description / Use Case

{What are you trying to do? What roadblock are you hitting? etc.}

**Steps for reproduction**: {1-N}

**Project Export File**: Please attach

**Optionally**:

* Screenshots that illustrate the problem
* Exports of other relevant artifacts
* Describe any alternatives/workarounds found

## Why problem won’t reproduce on the Cloud

Please 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.