We ask field representatives and customers to use templates to report defects and enhancement requests. For all bugs encountered on an Edge node, we ask that you attempt to reproduce it on a public cloud installation. If the bug cannot be reproduced in the cloud, please use this [template](https://vantiq.sharepoihttps:/vantiq.sharepoint.com/:w:/g/ETrKWlUZyZJLpJwenzfV3u8BsFB5nphMcjtF-j_0tPkozg?e=1h2AuP).

Send the template to [support@vantiq.com](mailto:support@vantiq.com). For bugs, the support team will file the GitHub issue against the appropriate repository (copying the information from the template). VANTIQ field representatives can file the GitHub issue directly but should also log issues with support (via Salesforce or email).

**VANTIQ Issue Submission Template**

|  |  |
| --- | --- |
| 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.} |
| Identify Server |  |
| * OAuth / Keycloak authentication | Send authorization invite to [support@vantiq.com](mailto:support@vantiq.com) |
| * Internal authentication |  |
| * Location of VANTIQ server | {URL} |
| * Namespace | {name} |
| * Credentials | {login / password} – use tool like [pwpush](https://pwpush.com/) |

## 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