Logging a Successful Support Case

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Overview

- **When creating a Saleforce.com support case, all staff members want to actively resolve the problem as quickly as possible.**

- **Acquiring accurate and relevant data from the customer or account manager entering the ticket causes most of the slowdown in case resolution.**

- **This document provides the information needed to ensure efficiency and a faster turn-around time on the resolution of a support case.**

Subject Line

- **Tickets are often submitted with a minimal and somewhat cryptic subject line.**

- **Providing a subject line indicating the exact problem is very helpful for managing our incoming case workload, and in quickly identifying any trends that affect multiple customers.**

Suggested Improvements

Here are some examples of subject lines that we have experienced and our suggested improvements:

- **Example 1: "Open Mobile Portal"**
    - **Suggested improvement: "Cannot raise a support case via OM Portal"**

- **Example 2: "Ticket 12345"**
    - **Suggested improvement: "Cannot authenticate at ATT hotspot in San Francisco (Internal Ref: 12345)"**

- **Example 3: "Reporting"**
    - **Suggested improvement: "Sessions missing in iPass reporting for two users"**

- **Example 4: "SSID: BTOpenzone"**
    - **Suggested improvement: "Problems connecting with BTOpenzone at Starbucks in London"**

Connection Issues

Support Ticket Requirements

Below is a list of requirements that should be added to any support ticket in relation to a failure for a connection attempt.

We realize that it may not be possible to get all of this information immediately; however, the more information provided in the initial ticket, the faster Technical Support engineers can channel your case for resolution.

1. **Product/Platform/Version**

   - **Examples:**
   - **OpenMobile Windows 2.1**
   - **IPassConnect 8.27**
   - **SmartConnect iOS 3.25**

2. **Operating System and Device Types**
   - **Please indicate whether device is a desktop/laptop, phone or tablet as well as any Mobile Broadband card type in use as applicable.**
   - **Examples:**
     - **Windows 10, Dell 3550, Sierra U320 MBB Card (driver version also helpful)**
     - **Android 10.1.2, SoroSuub Comlink C1**
     - **iOS 13.1, iTablet model PADD 7**

3. **Available Connection Methods**
   - **Wi-Fi and/or Ethernet**

4. **Username/Domain/Prefix Used**

5. **Steps To Reproduce (STR) A step-by-step description of how to replicate the issue**

6. **Network to Which the Connection is Attempted and Reproducibility Frequency**
   - **List all networks attempted**
   - **Did attempts work previously on the same network? When?**
   - **Did attempts work on other networks?**

7. **Is the hotspot (as applicable) found in our Hotspot Finder at wifilookup.com?**

8. **Address and Description of Location for Connection Failure**
   - **Examples:**
     - **Home Wi-Fi with SSID "homenet"**
     - **3G from Sprint Airport Charles de Gaul, Terminal 2D**
     - **Network "Orange" at the Starbucks near 8th/Townsend St.**
     - **Flight number (if on airplane)**
     - **Hotel room number (and hotel name)**

9. **Error Messages Encountered**
   - **List any and all error messages seen**
   - **Attach any screenshots if available (highly suggested)**

10. **Date and Time for all Errors and Connection Attempts**
   - **This provides a quick way to pinpoint problems in the logs**

11. **Attach Logs**

   - **See the appendix for instructions on how to get logs from various product platforms:**

     Open Mobile for Windows   (Appendix A)
     Open Mobile for Mac   (Appendix B)
     Open Mobile for Android   (Appendix C)
     Open Mobile for iOS   (Appendix D)

12. **RoamServer Test Tool Results**

   - **Have the customer's credentials been tried on the RoamServer Test Tool?**

     The RoamServer Test Tool is available on the Open Mobile Portal under the Tools menu.

Open Mobile Portal Issues

Support Ticket Requirements

Below is a list of requirements that should be included for any support ticket in related to a Portal website failure or bug.

1. Customer ID

2. Profile ID

3. OS Version and RAM

4. Browser Type and Version (example: IE v9.0.19, Firefox v15.0.1, Safari v5.1.9, Chrome 30.0.1599.69)

5. Exact Steps to Reproduce

6. Screenshot of the error or displaying the issue
   (a MUST for all tickets; show us what you are seeing please)

7. Network Bandwidth

8. Login/password (to debug authentication related issues)

9. Input files (in the case of import/upload feature failures)

10. User ID (to debug roles and privileges issues)

11. Image files (to debug branding related issues

## Appendix A: Collecting Open Mobile Logs for Windows

Overview

This appendix describes how to collect Open Mobile logs, crash and memory dumps on Windows.

General Instructions

Save and Send Open Mobile Logs
To collect Open Mobile logs:

> **1. Launch the Open Mobile window.**
>
> **2. Press "Ctrl + L" and click the Save Logs or Email Logs button.**
>
> **3. A System Information window will open prompting you to choose what information you want to collect. By default, the first four options will be checked. Please check all the options if you are experiencing the following issues: Open Mobile services failing to start, a crash, a user interface hang, or a corrupt profile.**
>
> **4. Click OK.**
>
> **5. Name the file and click Save.**
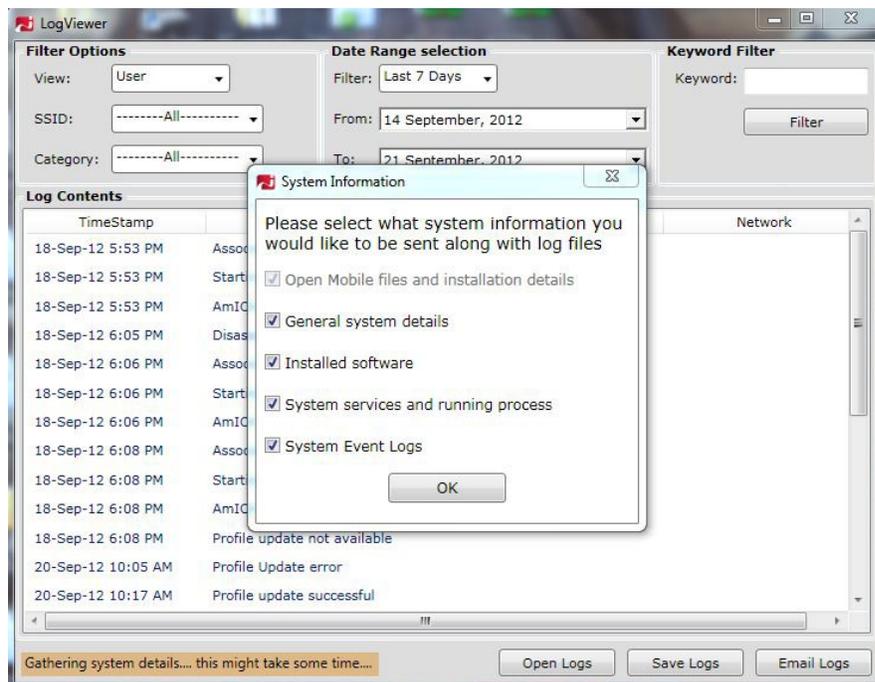
Crash Dumps

A memory dump provides useful information for fixing difficult bugs such as crashes and hangs. Windbg is very handy in these cases. To debug an issue with Windbg, you need the memory dump and the proper symbol files (.pdb). A test engineer should setup and run Adplus before beginning a test session. Windows Error Reporting tool (Win 7 only), Dr. Watson (best for Window XP and Windows Vista), Userdump.exe can also be used to collect memory dumps.

Adplus

This is a frequently used and recommended tool for collecting memory dumps because it is able to create dumps in both crash and hang modes.

Collect a Crash Dump with Adplus:

1. Install the Debugging Tools for Windows (if not installed already) here: http://msdn.microsoft.com/enus/windows/hardware/gg463009/. We advise you to install a slightly older version of Windbg (for example, 6.11.1.404).

2. Start Open Mobile.

3. Open a command line and type either:

C:\Program Files\Debugging Tools for Windows (x86)>adplus.vbs -crash -pn

or C:\Program Files\Debugging Tools for Windows (x86)> adplus.vbs –crash -p

Examples:

- For the process name iMobility.exe: C:\Program Files\Debugging Tools for Windows (x86)> adplus.vbs -crash -pn iMobility.exe
- For the process name iMobilityService.exe: C:\Program Files\Debugging Tools for Windows (x86)> adplus.vbs -crash -pn iMobilityService.exe
- For the process name iPlatformHost.exe: C:\Program Files\Debugging Tools for Windows (x86)> adplus.vbs -crash -pn iPlatformHost.exe
- For the process ID 4553 (iPlatformHost running in System Context): C:\Program Files\Debugging Tools for Windows (x86)> adplus.vbs -crash –p 4553

4. A dialog box will open asking for permission to run the script engine. Click OK.

5. A command line application will open, which should be kept running. Whenever a crash happens, a dump file is created in the Windbg installation folder.

Collect a Hang Dump with Adplus:

1. Install the Debugging Tools for Windows (if not installed already) here: http://msdn.microsoft.com/enus/windows/hardware/gg463009/. We advise you to install a slightly older version of Windbg (for example, 6.11.1.404).

2. Run Open Mobile.

3. If the user interface becomes hung, open a command line and type one of the following: C:\Program Files\Debugging Tools for Windows (x86)> adplus.vbs -hang -pn iMobility.exe

Windows Error Reporting

If your machine is using Windows 7, you can use the Windows Error Reporting tool. Collect a Crash Dump with Windows Error Reporting:

1. Open Windows Explorer and navigate to Desktop > Computers (right click) > Properties > Advanced system settings.

2. Click on the Advanced tab and then click the Settings... button under Startup and Recovery.

3. Under Write debugging information, select Kernel memory dump, and copy the location where this file will be saved.

4. Click OK.

5. Restart the system.

6. Start the software test.

7. Find the memory dump in the location you saved in step 3.

Additional Information

Find more information on using Adplus here: http://support.microsoft.com/kb/286350

On Campus Roaming (OCR) Issues

If there are issues reported on GTC soft token authentication, please get the ProviderMessage.xml file from the customer's computer, available in the bin folder under the Open Mobile Application directory: %programfiles%\iPass\OpenMobile\bin. If the client is not installed in the default path, then this file will be available in custom path.

Memory Leak Issue

If there is a memory leak issue, follow these steps to collect a memory dump.

To collect a memory dump:

1. Open the Task Manager.

2. Right click on the process for which you want to collect the dump and then click Create Dump File.

3. The file will be saved and the path of the file will be displayed.

ODF INTEGRATION ISSUE

If any issues occur while using an ODF Integration to detect a Mobile Broadband Device, please follow these steps:

- Collect the Logs by pressing "Ctrl + L" (as explained above).

- Navigate to the Active Profile Directory (C:\Program Data\NGC\Open Mobile\ and collect ANY of the following files that are present:
  - AdminWWDevices.xml
  - AdminWWDevicesVista.xml
  - AdminWWDevicesWin7.xml
  - MBLiteGprs.xml
  - MBLiteCdma.xml

- Provide us with a screenshot after the following steps:
  - a. Open the Device Manager.
  - b. Expand Modems.
  - c. Double click on the Mobile Broadband device's Modem Port.
  - d. Open the Details tab.
  - e. Select Device Instance Path from the drop down menu and take a screenshot of this window

Installation Issue

For any kind of installation issues, collect the installation logs from the following location:

- Go to Run and type: %temp%. The installation logs will be in User temp folder.
- Search for file with a similar naming convention to: MSIxxxxx.LOG (xxxxx is the checksum and an example is MSIf9b16.LOG).

System Context installation

When you install Open Mobile in System context the logs are generated in C:\Windows\temp location.

When you collect logs by pressing Ctrl + L, the first option in the system information windows says "Open Mobile Files and Installation Details" but this does not actually collect the installation logs. We are working on a fix for this, but for now, please follow the steps mentioned in this section to collect the installation logs.

Appendix B: Collecting Open Mobile Logs for Mac

This appendix describes how to collect Open Mobile log files on Mac OSX.

General Instructions

Saving Open Mobile Logs

To collect Open Mobile logs:

1. **Launch the Open Mobile.**

2. **Menu bar: Click iPass Open Mobile > Save Logs….**

3. **In the dialog box that opens, select Save Logs.**

4. **Select OK in the next dialog box**

   **(a message about where your log file has been saved will appear.
   By default it will save to your Desktop)**.

Appendix C: Collecting Open Mobile Logs for Android

This appendix provides instructions for sending and saving logs on an Android device.

To send Open Mobile logs:

1. Tap Menu > Help > Report a Problem.

2. Select a method for sending the logs (the choice varies by device depending on what you have installed). The easiest method is most likely email.

3. If you select email, an email will open with logs attached to the email. The subject line will contain profile information and the To field will be auto-populated with help@ipass.com.

4. Please describe the problem in the body of the email. Be as detailed as possible.

5. Tap Send.

Saving Open Mobile Logs

To save the log files on the device:

1. Tap Menu > Help > Report a Problem.

2. Select email as the method to send logs.

3. Open Mobile launches the email composer with the zipped logs file attached. Dismiss the email composer

4. Open Mobile saves the zipped log file on the SD card (/sdcard).

You can retrieve the log files by connecting the device to a computer and copying the OM.zip log file to your computer.

Appendix D: Collecting Open Mobile Logs for iOS

This appendix provides instructions sending logs on an iOS device.

General Instructions

To send Open Mobile logs:

1. Open the app and tap Settings > Help.

2. Tap Report a problem.

3. An email will open with a Troubleshooting Report attached.
The Subject line will contain profile information. By default the To field will be help@ipass.com

4. Please describe the problem in the body of the email. Be as detailed as possible.

5. Tap Send.