How to Win Friends and Influence DayCare
Logging Tickets Effectively

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Meet People Half Way

At a minimum, apply these simple steps to communicate your issue effectively:

1) Describe the exact environment in which it occurs (hardware and software).
   Example: AWS, Ubuntu 14, AEM 6.2, Service Pack 1, FP-12692, HF-1001

2) Describe the exact actions and steps taken that cause the issue.
   Example: User navigated to http://localhost:4502/assets.html/content/dam/we-retail/en/people/mens and clicked Create > Files. A 50gb image file was selected for upload.

3) Describe what you expected to happen.
   Example: Image would be uploaded to folder, with thumbnails generated

4) Describe what actually happened.
   Example: After selecting a file, page hangs with eventual HTTP 500 error in user's browser

5) Describe any relevant errors seen in the log or from the diagnostic steps you attempted to try and identify the problem. Don't paste an entire log, just the relevant line, then refer to an attached log file.
   Example: We found the following line in the error.log (see attached):
   ERROR [ImageManager] com.adobe.cq.images.UploadImpl Unable to load API.

6) Describe any recent changes in your computer or software configuration.
   Example: We recently updated OAK from 1.2.2 to 1.2.4 and installed feature pack 1578

7) Attach log files from around the time any issues occurred. Support will almost always ask for these, and by including them initially, you skip a step in the support process. If you cannot produce these, be prepared to explain why. At a minimum, attach the:
   - error.log
   - thread dumps[1]

8) Use an appropriate ticket priority. See this table for guidance.

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[1] https://helpx.adobe.com/experience-manager/kb/TakeThreadDump.html

Go the Extra Mile

Be Specific
Use meaningful, specific subject headers:
- **Bad:** *Repository is slow*
- **Good:** *Repository unresponsive to all requests during asset uploads over 10GB*

Act Interested
Support will often follow up with a request for additional information, or with reminders that their previous requests have gone unanswered. Even if your update is simply, "We will provide you with the requested information by end-of-week." It lets the support engineer know that your issue is still ongoing and that the ticket should not auto-close.

Find Common Ground
Provide a way to reproduce the problem in a controlled environment. A big barrier to solving support tickets is engineers being unable to recreate the issue on their local testing repositories. You can speed up the resolution process, and significantly increase your chances of the issue being resolved if you:
- Provide instructions on how to build and configure a repository, where the problem is then easily repeatable.
- Share your custom application packages and configuration.
- Share any custom code that potentially intersects within the problem area.

Make Yourself Available
If you cannot provide instructions on how to accurately recreate the problem or are unable to share your code and configuration, at the least make yourself available for an Adobe Connect session, so a support engineer can directly interact with your repository.

A Picture is Worth a Thousand Words
Particularly when reporting user issues or unexpected TouchUI behavior, include relevant screenshots—not just of the problem, but also the events or steps leading up to the issue.

Remember Who You Are
Let support know exactly who is logging the ticket—support accounts are often shared or tickets logged on behalf of other people. Including your name and contact details is extremely helpful in expediting the support process.

Provide Closure
If you manage to solve the issue, please update the ticket to reflect this. This helps engineering track product issues and trends and may help other people with similar issues in future. Even if the problem cannot be recreated and has not happened again recently, it is important it is logged for posterity.

Reach Out
You likely have a Technical Account Manager (TAM) accessible to you—make them aware of any ticket

you are raising, as they will be able to prioritize and escalate as appropriate.

Prioritizing Effectively

Priority	Description	Response time
P1	Mission critical. Essential services are down, causing critical impact to business operations; no workarounds available.	30 minutes
P2	Urgent. Essential services are significantly degraded or impacting significant aspects of business operations.	One hour
P3	Important. Services are noticeably impaired, but most business operations continue as normal.	Four hours
P4	Minor. The support request consists of *how to* or documentation questions, or enhancement requests	One business day

Helpful Resources

Adobe Experience Cloud Customer Care

DayCare - Create a ticket login page. Requires a user name and password

Accessing the Adobe Experience Manager Support Portal