

Dynasoft – How To Report Software Issues

In order for issues to be fixed, Dynasoft needs as comprehensive a report as possible. Please follow the steps given below when issues to do with our software products are encountered.

Steps 13 and 15 are the most important steps in this guideline document.

--We cannot insist enough on the importance of doing regular off-server backups of all your data even if you are using a Virtual Private Server (VPS) provided by us--

1. If your programme is on a VPS and you are accessing it via Remote Desktop and cannot get your programme to start, log out of Windows and log back in. Try starting the programme. Reboot the server. Kill the programme in Task Manager and try again if the problem persists.
2. Make sure you have all the latest Windows and Dynasoft software updates for your system
3. Read the troubleshooting section of your programme's manual
4. Clean up your database
 - a. Delete all entries from ProgrammeEvents and ProgrammeLogs tables from your product's database
 - b. Allow enough space for, shrink, optimize, compact, repair and/or restore a good copy of the product's database
5. Clean up the installation of the programme:
 - a. Check to make sure no other installation of our programme exists on your computer. This includes any demo you installed and forgot to uninstall. If there are other installations, back up your data, uninstall all instances of our programme or demo.
6. Review the basic settings of your programme such as target folders where files are supposed to be located, prices and price lists in your configuration, if your underlining data has not changed, such as CDR formats, FTP server details, etc.
7. Perform a boot time scan with an anti-spyware and anti-virus programme on the machine using tools such as CCleaner, Avast,...
8. Reboot your machine
9. Run a full boot time CHKDSK on your machine
10. Reboot your machine
11. Back up your current set up
 - a. Back up your product's database and all files under your product's Assets folder both in Program Files and ProgramData
12. Reinstall the programme using the latest version of the programme. Make sure you perform steps #4 and 5 above.
13. Rerun the scenario that lead to the error in the first place but try and limit the size of the data set used to a minimum. Disable all add-ons temporarily. Monitor database table ProgrammeEvents to see if errors are filling up the table. If they don't the issue is likely to be with your configuration. Limit the data set used to under this step, for example:
 - a. One or two contacts in your data like customers
 - b. One or two data files only (CDR files...)
 - c. As small a number of lines in a data file (CDR...) as possible

This should speed up the process of fault finding substantially for all concerned. Please note we will not be able to reproduce errors if the information provided is too vague or general. Reports indicating that our programme is giving, say, 10,000 lines when 11,000 lines should be expected are too vague. Please narrow this down to a few problem lines and a few lines that do work.

14. Ask Dynasoft to provide you with a temporary key and install our software product on another machine. Run the scenario in step #13 above and see if the problem persists.
15. If the problem persists, please forward to us the details of your current set up, as follows:
 - a. Dynasoft product name and version number
 - b. Database system and version number used
 - c. Windows version
 - d. Regional settings of the machine
 - e. Step-by-step breakdown that details what you were doing: which data set (e.g., customers, suppliers...) was selected, the data (e.g., customer number, CDR file...) at fault, what buttons were clicked, in what order, what settings were entered, time of day, dates selected, etc...
 - f. Take screenshots of screens involved and error messages thrown
 - g. Entries in any error logs under your product's System folder
 - h. Copy of the database back-up from step #11 above. Please reduce the size of each database table to a few thousands of records so as to help us make the process of importing and testing your data quicker.
 - i. The exact piece of data that is giving problems (e.g., the exact CDR records, customer number and SNs...) from step #13 above
 - j. Exact outcome that was expecting but that was thwarted because of the issue(s)

All files should be zipped and bug report sent to us at support@dynasoft.net.

We might have to ask to let us have access to your machine via a Remote Desktop-type application and gain access to the application's database so we can see what the problem is and check additional data and settings.

Please note that no sensitive information like customer credit cards should be sent to us by email or through download links.

Important: If you have to use our programme on a specific date and cannot delay the issuing critical elements such as invoices but have identified a potential problem with one of our programmes, we highly recommend not delaying the going through the procedures above as problem fixing can take hours if not sometimes days to promptly address on our part.

We do not recommend downgrading our programmes to previous versions, especially to a previous major (6.21, 6.22,...) version of one of our products as this will break the programmes. Problems that occur as a consequence of such actions are not covered by our standard support agreement.

Dynasoft provides customers with unlimited support for its products and services. This support extends to the customer's hosting systems, which are essentially outside our control. Please note though that this support does not cover issues not linked to our products. Therefore, depending on whether the customer has a valid support agreement or not and whether the cause of the problems experienced can be traced back to our products or not, we might have to invoice the customer for some or all of the time spent on fault finding. More on this can be found in our software support SLA:

- For Dynasoft TeleFactura:
<http://www.dynasoft.net/downloads/rates/TeleFacturaStandardSoftwareSupportSLA.pdf>

Dynasoft Ltd.