

Getting Better Support with Better Support Tickets

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This guide explains best practices for getting the most effective response to your support ticket. It is intended for general users.

aACE Software strives to deliver top-notch, timely support. To enable better support, it's important that users submit clear information. The more information you provide, the quicker we can help you move forward.

For these reasons, when writing your support ticket, do not simply state that someone is "having problems" or "having an issue". Vague statements like these don't help the developers resolve the problems you encounter.

Instead, please provide an effective explanation of the situation, including as much of the following information as possible.

Support Ticket Requirements

- Summarize the situation:
 - What was the observed vs. expected behavior? Why did you expect those results?
 - How much time have you spent working on it? What did you find?
 - Example: "I am unable to process AMEX credit cards. 4 attempts have failed. Their IDs are: <ID #s>. Each attempt returns this error message: <error>. I have tried doing A, B, C. This has been happening since yesterday around 11 AM."
- Describe your troubleshooting efforts:
 - Replication:
 - Can you replicate the issue?
 - What steps will guide a developer to replicate it?
 - Documentation:
 - Titles of user guides you referenced
 - Did the user guides answer part of the question?
 - Was the user guide correct, clear, etc?
 - Clarification:
 - aACE error messages or FileMaker error codes (exact wording whenever possible)
 - aACE record IDs that demonstrate the issue

- aACE log transcripts
- Can you [create and upload a backup](https://aace6.knowledgeowl.com/help/setting-up-offsite-backups) for the developer to work with and provide a link?

If you don't have time to submit more detailed info, please note that in the ticket.
