MICRO FOCUS
ENTERPRISE AND COBOL INITIAL INCIDENT REPORTING - GUIDELINES FOR CUSTOMERS

October 16, 2014
Version 1.0

Best Practice Incident Reporting

Software problems that are reported to Micro Focus generally fall into 2 types:

1) **Reproducible Problems**.
   The standard process is to detail the reproduction scenario, and to provide whatever is necessary to allow us to quickly and easily reproduce the problem.
2) **Complex Problems**.
   E.g.: infrequent problems in production systems; or problems based on random timing and factors. Resolution often requires low level analysis, review of logs and traces, and possible multiple iterations.

The following information is good practice, and specifically relates to reporting **complex problems** and **what you can do to help Micro Focus to give you a quick response.**

- Please report only one problem for each incident.
- If a solution or workaround has been provided, and you encounter a further problem, then open a new incident with new details.

This allows us to assign the most appropriate engineer to each unique issue, and allows for several engineers to progress the issues simultaneously.

All high quality incidents will have:

- An accurate short description, including details as specific as possible i.e. error message numbers.
- A long description, with complete details, to provide context, such as: chronology, symptoms, configuration, workload levels, what else was happening in the environment at the time, and any 3rd party software involved.
- All relevant first point of failure diagnostics attached to the initial Incident report.
  Failure diagnostics are critical to help understanding; please always provide them when available.

What we recommend in your set of diagnostics:

- Complete diagnostics – including traces, dumps, console log and other relevant logs.
- Chronologically synchronous – all the logs must be from the same failure time, to give the full picture, and to allow us to match the process numbers and relevant details.
- Specific – to allow us to identify the exact failure, the date/time of the failure, the symptoms demonstrated, if recovery was achieved, or if manual intervention was required.
- Please attach the diagnostics to the Support incident; for large files then contact your Micro Focus Support engineer for details of how to upload to the Micro Focus ftp site.

The **MF Troubleshooting and Diagnostics Guide** provides detailed information on diagnostics, and highlights a script available from Micro Focus support, '**MFESDIAGS'**, that **will pull together the various diagnostics that we need.** In addition you should always add your own observations and knowledge. These additional observations help us to analyze the large volume of data more quickly.

If you believe you have a **recurring problem** on your system:

- Always capture a new set of diagnostics – multiple sets may help us to see 'patterns'.
- Update the existing incident on which the problem was originally reported.
- Add comments to the incident detailing the date/time of the new failure, why you think it is a recurrence, and as much other context on this new failure as possible, including the similarity with previous failures.
- Supply the diagnostics to MF using the **naming convention** for the diagnostics collections and other files.
  N.B. This naming convention is particularly important when multiple failure collections are taken for the same incident and problem; please refer to the MF **Troubleshooting and Diagnostics Guide**

REVISION HISTORY

Revision No.	Date	Author(s)	Brief Description of Change
1.0	October, 2013	Phill Ritchie	Published