

[V7] FAQ: How to effectively communicate your technical support issue

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Product Version:

AhsayCBS / AhsayOBM / AhsayACB: All

OS: Windows

ATTENTION 1st January, 2022: v7 officially End-of-Life [[details](#)]

Description

Outlined below are some guidelines for effectively communicating your technical support issues with Ahsay support.

Guidelines

At Ahsay, we are always trying to improve our problem resolving process. **To speed up the problem resolving process, kindly spend the time upfront to gather all the required information when contacting us. We will need as much information as possible, to understand the problem and to provide a resolution accordingly.**

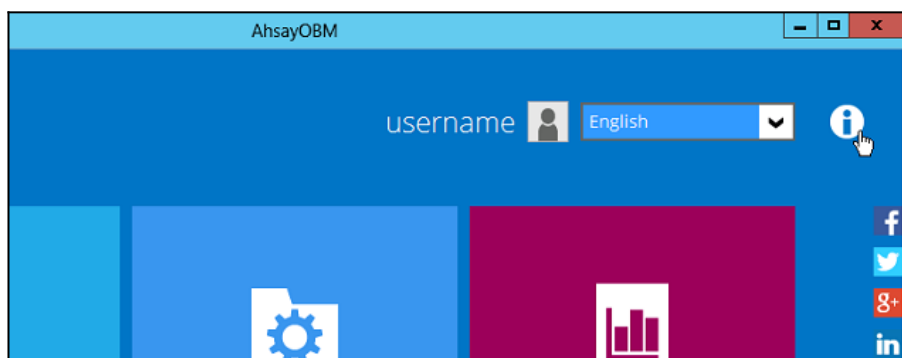
Please help expedite the process by gathering the following information when contacting Ahsay support:

- **Product Information**

There may be chance that the problem reported is already fixed by a newer version of the software.

Provide us with the exact version of AhsayCBS and AhsayOBM / ACB that you are using, for us to determine if the reported problem can be resolved by patching the software.

- To determine the AhsayCBS version that you are using, login to the AhsayCBS web console. **Under System Settings, select License to view the product version.**
- To determine the AhsayOBM / ACB version that you are using, login to the AhsayOBM / ACB user interface, click on the Information "i" icon:



• **System Information**

Provide us with the system information of the affected backup server or client computer.

- [For Windows platforms](#)
- [For Mac OS X platforms](#)
- [For Linux platforms](#)

For Windows platforms

1. Download the sysinfo.bat file by [Clicking Here](#) .
2. Extract the file to C:\
3. Open an elevated command prompt.
4. Browse to the location where you have downloaded the sysinfo.bat file.
5. Enter the following command to execute the batch file:

```
C:\>sysinfo.bat
INFO: Writing system information to file:
"sysinfo_2016-08-07_15-40-31.log"

INFO: Getting System Information ...
Saving to "sysinfo_2016-08-07_15-40-31.log"
Completed

INFO: Getting Environment Variable ...
Saving to "sysinfo_2016-08-07_15-40-31.log"
Completed

INFO: Getting Network Configuration ...
Saving to "sysinfo_2016-08-07_15-40-31.log"
Completed
INFO: Getting Process Information ...
Saving to "sysinfo_2016-08-07_15-40-31.log"
Completed
All completed!
Zip and send the "sysinfo_2016-08-07_15-40-31.log" file, along
with the
backup/restore logs to Ahsay technical support for our support
team to
further, assist you.
```

Thank you for your co-operation.

For Mac OS X platforms

1. Download the sysinfo_mac.sh file by [Clicking Here](#) .
2. Open a terminal window.
3. Browse to the location where you have downloaded the sysinfo_mac.sh file.
4. Enter the following command to grant execution permission to owner of the script file:

```
$ chmod u+x sysinfo_mac.sh
```

5. Enter the following command to execute the script file:

```
$ sudo ./sysinfo_mac.sh INFO: Writing system information to file:  
"sysinfo_2016_08_07_15_40_31.log" Completed!
```

Zip and send the "sysinfo_2016_08_07_15_40_31.log" file, along with the backup/restore logs to Ahsay technical support for our support team to further, assist you.
Thank you for your co-operation.

Note: For Mac OS X 10.10, you can safely ignore the error message "Can't get X86PlatformPlugin, return value 0".

For Linux platforms

1. Download the sysinfo_nix.sh
(http://download.ahsay.com/support/attachment/sysinfo_nix.sh) file by entering the following command:

```
# wget download.ahsay.com/support/attachment/sysinfo_nix.sh  
--2016-08-07 15:58:04--  
http://download.ahsay.com/support/attachment/  
sysinfo_nix.sh  
Resolving download.ahsay.com... 192.168.22.115  
Connecting to download.ahsay.com[192.168.22.115]:80... connected.  
HTTP request sent, awaiting response... 200 OK  
Length: 546 [application/x-sh]  
Saving to: "sysinfo_nix.sh"  
100%[=====] 546      ---  
K/s    in 0s  
2016-08-07 15:58:04 (44.4 MB/s) - "sysinfo_nix.sh" saved [546/546]
```

2. Enter the following command to grant execution permission to owner of the script file:

```
# chmod u+x sysinfo_nix.sh
```

3. Enter the following command to execute the script file:

```
# ./sysinfo_nix.sh
INFO: Writing system information to file :
sysinfo_2016_08_07_16_12.log
Completed!
Zip and send the sysinfo_2016_08_07_16_12.log file, along with the
backup / restore
logs to Ahsay support for our support engineer to further assist
you.
Thank you for your co-operation.
```

- **Describe the Issue Clearly and Completely**

Describe the problem in as much details as you can gather. **When you report an issue, support engineer at Ahsay will most likely attempt to reproduce the issue on our end. Therefore, please let us know of the exact steps that led to the problem.**

Clearly describe the current behavior of the application, and your expectation. If possible, provide us with the exact error message that was displayed, do not cutout part of the error message.

- **Server / Client Logs**

Log entries written in the AhsayCBS server and AhsayOBM / ACB client logs supplement and expand upon the information that may not be view-able on the server or client user interface, log files are the primary source of information when investigating a problem.

Provide us with the server or client log, covering at least the moment of the error appearance when contacting us.

- AhsayCBS server logs are available in the "logs" folder in the AhsayCBS installation directory:

`${CBS-Install-Home}\logs`

Value of `${CBS-Install-Home}` for various operating system:

- (Windows) C:\Program Files\AhsayCBS
- (Linux) /usr/local/cbs
- AhsayOBM / ACB client backup and restore logs are available on the client computer.

Refer to the following KB article for further details:

FAQ: Where are the backup client application logs stored at? (5057)

http://wiki.ahsay.com/doku.php?id=public:5057_faq:where_are_the_backup_client_application_logs_stored_at

Zip and send the sysinfo*.log file, server log files, and/or client log files to Ahsay support for our support engineer to further assist you.

Keywords

tech, support, ticket, kb, client, log, location, locations, logs, obm, acb, backup, error, logging, debug

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