

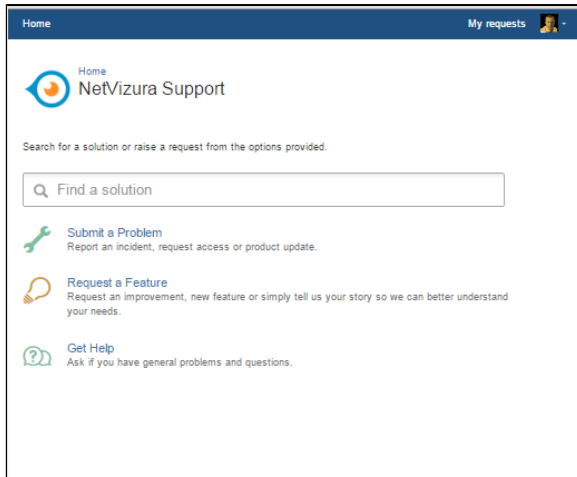
How to submit a request

How to Contact Us

If you need to report a problem, request a new feature or ask for help, you can contact NetVizura team in two ways: submit a customer request on our Support portal or email us.

1. Customer Portal

Go to web page <https://jira.netvizura.com/servicedesk/customer/portal/1> and login to your account.



Here you can see previous request tickets, their statuses and correspondence. You will get notified on status changes and NetVizura team replies via email.



If you do not have an account:

- a. Send initial email to support@netvizura.com
- b. You will receive automatic reply with the link to the portal page
- c. Enter password to complete registration and enter your account

2. Email

Send an email to support@netvizura.com. This will automatically open a ticket on our Customer Portal. After support agent reviews your request, you will receive notification reply that support ticket is in progress.

On this page:

- [How to Contact Us](#)
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 - [Email](#)
- [How to Report a Problem](#)

Tue 14/04/1790 03:08 AM
 Jack Lousma <no-reply@jira.netvizura.com>
 [JIRA] [NetVizura Support] Houston, we've had a problem! [NVSUP-13]
 To jim.lovell@apollo13.com
 If there are problems with how this message is displayed, click here to view it in a web browser.

NetVizura Support - Submit a Problem Reference: NVSUP-13


Houston, we've had a problem! IN PROGRESS

Your request status changed to **In Progress**.
 Today 03:08
 Roger. MAIN B UNDERVOLT.
 Okay, stand by, 13. We're looking at it.

You can [view the full request](#)

Previous activity


Jim Lovell
 Today 03:08




Details

Description	Houston, we've had a problem. We've had a MAIN B BUS UNDERVOLT.
Version	7
Build	103
Priority	Critical

You can continue to reply via email (ticket will be updated automatically) or start using the Customer Portal.

 Please do not change the Subject line (eg. "[JIRA] (NetVizura Support) Houston, we've had a problem! [NVSUP13]"). This will ensure that all relevant information (emails, comments etc.) are synchronized with the ticket on our Customer Portal.

 In Linux, directory can be zipped with command:

```
tar -zcf /tmp
/netvizura_logs.
tar.gz \
-C /var/log
/tomcat/ .
```


Output archive will be /tmp
 /netvizura_logs.tar.gz

How to Report a Problem


Before submitting a problem, please try to find a solution in the search box provided at <http://jira.netvizura.com/service desk/customer/portal/1>.

If none of the provided resources help, we kindly ask you to send necessary information so that we can quickly analyze, diagnose and provide solution to your problem:


1. Summary and Description of problem
2. Version and Build of the application (⚙️ > **About** in the upper right corner of the application)
3. Screenshot of the problem
4. Zipped Tomcat logs (⚠️ whole directory, not just the last file)
 - a. For Debian 7 / Debian 8 / Ubuntu 14 / Ubuntu 16 / CentOS 6: /var/log/tomcat6 or /var/log/tomcat7
 - b. For CentOS 7:
 - i. Dump journalctl to file: journalctl -u tomcat --no-pager > /var/log/tomcat/journalctl.out 2>&1
 - ii. Zip entire Tomcat log directory /var/log/tomcat
 - c. For Windows: C:\Program Files\Apache Software Foundation\Tomcat 7.0\logs or C:\Program Files\Apache Software Foundation\Tomcat 8.5\logs
5. Zipped PostgreSQL logs (⚠️ whole pg_log directory)
 - a. For Linux: /var/lib/pgsql/9.6/data/pg_log/, /var/lib/postgresql/9.6/main/pg_log or /var/log/postgresql
 - b. For Windows: C:\Program Files\PostgreSQL\9.6\data/pg_log
6. System tab > Performance, Flow screenshots (if problem is performance related)
7. Environment
 - a. Hardware: CPU, RAM, HDD
 - b. Software: OS, Java, PostgreSQL, Tomcat, browser
8. Priority (optionally)

 Versions of Tomcat and PostgreSQL may differ on your server.

Example:

Home My requests 

Home / NetVizura Support
Submit a Problem


Raise this request on behalf of
 Jim Lovell

Summary
Houston, we've had a problem!

Description
Houston, we've had a problem. We've had a MAIN B BUS UNDERVOLT.

Version
7

Build
100

Attachment

Apollo13_spacelog.out
Choose file(s)

Environment (optional)
Okay. Right now, Houston, the voltage is—is looking good. And we had a pretty large bang associated with the CAUTION AND WARNING there. And as I recall, MAIN B was the one that had had an amp spike on it once before.

Priority (optional)
Critical