How to submit a request

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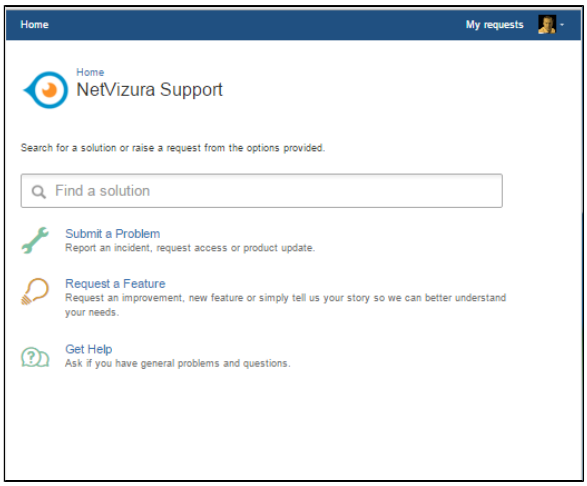
How to Contact Us

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.

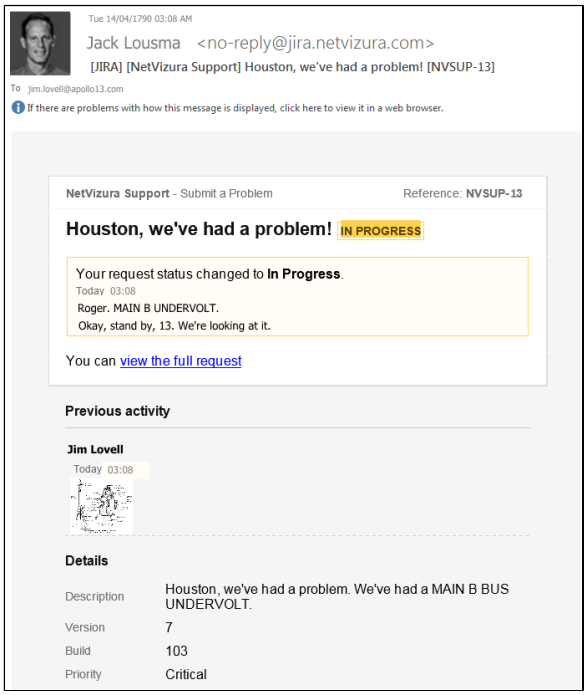


   Here you can see previous request tickets, their statuses and correspondence. You will get notified on status changes and NetVizura team replies via email.

   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.



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.

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/servicedesk/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 (blocked URL **> 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:

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`

Home My requests

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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

109

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

Create Cancel