

# Submit a Request

## Contact Us

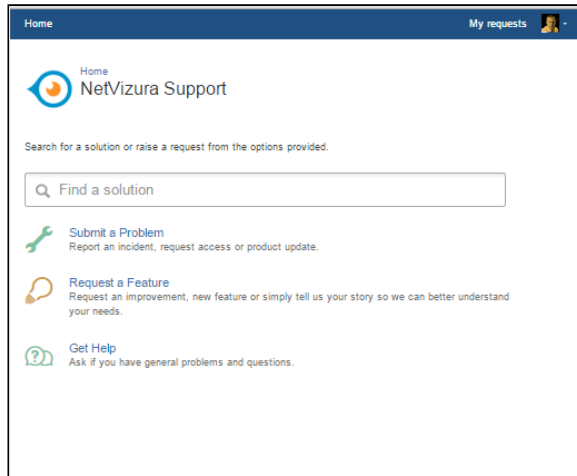
If you need to report a problem, request a new feature or ask for help, you can contact NetVizura team in two ways: submit a customer request on our Support portal or email us.

### 1. Customer Portal

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

#### On this page:

- [Contact Us](#)
  - [Customer Portal](#)
  - [Email](#)
- [Submit a Problem](#)



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

**i** If you do not have an account:

- a. Send initial email to [support@netvizura.com](mailto: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](mailto: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.

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.

## Submit 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 (**About** in the upper right corner of the applicaiton)
3. Screenshot of the problem
4. `/var/log/tomcat6(7)` ( **whole directory**, not just the last file)
5. System tab > Performance, Flow screenshots (if problem is performance related)
6. Environment
  - a. HW: CPU, RAM, HDD (if problem is performance related)
  - b. SW: OS, Java, PostgreSQL, Tomcat, browser (if problem is dependence related)
7. Priority (optionally)

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

Create

Cancel