



# Contacting ISIS for Support

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# 1.0 Introduction

ISIS Information Systems provides support services throughout the entire Papyrus engineering and implementation process, training and consulting, analysis of customer processes and custom application development.

In order to facilitate communications and responsiveness in case help is needed from us, we have summarized a guideline as follows.

This document describes how to prepare information when asking a question about the use of an ISIS product(s), applications built on top of them or when reporting unexpected product behaviors. This information is required by ISIS Support Teams ([support@isis-papyrus.com](mailto:support@isis-papyrus.com)) and provided to internal Support Teams like the ISIS Project Quality Assurance representatives, if needed.

Note that, if a question is more related to marketing, sales or administration, you can contact your ISIS Customer Care representative via your local ISIS office, directly by phone, or by email to [info@isis-papyrus.com](mailto:info@isis-papyrus.com).

Before getting in contact with ISIS Support, please prepare all the necessary information, as described in the chapter "Steps to take if one demands for support".

The more relevant information we get, the more likely it is that a question can be answered shortly.

Help us to help you.

## 2.0 Availability of ISIS Support

If you have questions or need help with one of our products, please do not hesitate to call us or send us a support-request.

**ISIS Headquarter Europe/Austria:**

ISIS Information Systems GmbH  
Alter Wienerweg12  
A-2344 Maria Enzersdorf  
Austria

**Business hours:** Monday to Friday 8:00 a.m. to 6:00 p.m. CEST resp. CET.

**USA Headquarter North America:**

ISIS Papyrus America, Inc.

301 Bank St.  
Southlake, TX 76092  
USA

**Business hours:** Monday to Friday 8:00 a.m. to 6:00 p.m. CDT resp. CST.

**Phone:**

AT +43 (0)2236 27551 EXT 111  
US +1 817 4162345

**Email:** [support@isis-papyrus.com](mailto:support@isis-papyrus.com)

**Internet contact form:** <http://www.isis-papyrus.com/e/pages/1/2/support.html>

## 3.0 Types of ISIS Support

We offer two kinds of support services to meet our customers' needs: Technical product support and application support.

### 3.1 *Technical product support*

While we make every effort to avoid software errors, this is not always totally possible. In this case, please contact the ISIS Support Team.

Every customer with a valid ISIS maintenance agreement may benefit from a number of options available.

Our Support Team will reply and attend to your questions promptly and try to provide you with a resolution as soon as possible.

We will analyze the reported problem in the ISIS labs, and if necessary, we will send you a patch, or update, to solve the problem.

### 3.2 *Application support*

Coding of document and business applications lies outside the responsibility of ISIS.

Of course, we will try to assist however possible and offer solutions as allowed by available application knowledge.

However, tasks like searching an application developer's mistake, fine-tuning of DOCDEF applications, etc., require detailed data, and knowledge of system and business applications.

If suggestions provided by ISIS are not sufficient to resolve one of these problems completely, or if the implementation of any new requirement is requested, we recommend asking for assistance from an ISIS consultant.

Customers may request the services of an ISIS consultant for a fee with the ISIS Marketing Services (email: [info@isis-papyrus.com](mailto:info@isis-papyrus.com)) or by contacting the Customer Care representative or local ISIS company office for the appropriate pricing and resources for your situation.

## **4.0 Steps to take if one demands for support**

Before contacting ISIS Support, please try to answer the following questions as precise as possible.

The following questions highlight the type of information that should be readily available to be provided to the ISIS Support, in order to clarify the customer situation.

Answers to these questions will help Support to understand the situation and to determine what additional information may be needed to analyze and reproduce the problem at ISIS.

Providing specific detailed information can speed up analysis and shorten the time for providing a solution.

## 4.1 What kind of information is essential?

- *Identify the product(s) involved in the questions or causing troubles, e.g.:*

Overview AFP Designer  
Papyrus Designer and/or DocEXEC  
Papyrus Server Module  
Papyrus WebControl or Papyrus WebRepository  
Papyrus Desktop  
Papyrus Kernel

- *What version and compile date is used?*  
This can be found at GUI products in the "Help About" and for all other products in the Product Log.

- *Logs:*

Product Logs containing information/messages that define the problem you are experiencing.

PCSA log that contains information from the processes and time under investigation (can be found in the "ISISCOMM" directory).

Trace logs from products which include options for tracing operations.

- *Dump or core files (zipped)*

- *Application Data needed for the analysis of the behavior*

Project export  
AFP  
input data  
resources  
output data

- *Objects Data needed if Papyrus Web Control or Papyrus Web Repository is involved*

Object Space of the DC  
Object Space of the node where the problem occurred.  
Product logs like material log, tool journal, tool log relating to the PCS Log for Papyrus Objects

## **4.2 What kind of information should be provided when contacting ISIS for technical issues?**

*Would you please describe what happened in detail?*

- Which part of the Papyrus System failed?
- How does the product/process fail?
- Did the product produce an error message, crash, or dump or special message about the nature of the problem?
- Send a screen shot of the message or product windows.
- Did the application generate incorrect output?
- If the product output is wrong - explain what is wrong? What was expected to happen?
- Can the job be run successfully with other data or files?
- Does the product work on another system with the same data/file?
- Was checked whether the data are correct - i.e. compare to data that do work.
- Did the workstation or server seem slow or overloaded?
- Did some components of the system (e.g. a node) "freeze"?
- When does the situation occur?
- Has anything been changed recently on the workstation or server or with the use of the product?
- Any other observations (system activities, other applications running etc.)?
- Could the problem be localized?
- In which environment did the problem happen (PROD, TEST, DEV, ...)?
- Could the problem be reproduced? If so, please provide a step-by-step description.
- Did you check the documentation on the error message or the Product Reference Manuals for information on messages or use of functions?
- Did you discuss the problem with your colleagues and did you try to find a solution?
- What steps have been tried to solve the problem?

## 5.0 Data Exchange Information

### 5.1 HTTPS

ISIS prepared an own application where our customers have the opportunity to exchange data with ISIS via HTTPS.

The website providing this data exchange application based on HTTPS can be reached via the following URL:

<https://support.isis-papyrus.com>

A user name and password can be requested via e-mail:

[support@isis-papyrus.com](mailto:support@isis-papyrus.com)

After logging in following functions can be selected:

<b>Home</b>	To navigate to the first view from anywhere in this application.
<b>Create New Folder</b>	To create a new folder for a new upload whereby field Subject is obligate.  Within the Create New Folder it is possible to:  Edit Folder Delete Folder Upload File Commit Upload, which is required to confirm and provide an upload into the ISIS Portal.
<b>Help</b>	Show online-help for the HTTPS data exchange application.
<b>Logout</b>	Log out of the HTTPS data exchange application.

## 5.2 FTP

For data exchange there is a FTP server available where every customer has their own private area with an own user. Access will be provided from ISIS Product Support

*ftp://ftps.isis-papyrus.com or ftp://213.33.74.199*

The following ftp services are available:

- ftp\* on port \*tcp/21\* \*(can be used with \*standard ftp clients\* and \*web browsers\*, (\*NOT IE7\*))

If you want to access the FTP folder with a web browser, be sure to use the correct syntax:  
*ftp://<username>:<password>@ftps.isis-papyrus.com*

- sftp over ssh on port tcp/22 (needs a SFTP or SCP client ... e.g. FileZilla, WinSCP)
- ftp/TLS (ssl secured ftp) on port tcp/21 (needs a capable FTP client ... e.g. FileZilla)

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