



TOP 11 TICKET BEST PRACTICES

Please provide as much detail as possible when opening a ticket. This will expedite resolutions for tickets.

1. What endpoint experienced the problem?
2. **Exactly** when was the problem?
3. Has the user ever been operational?
4. What are the **exact** symptoms experienced?
5. What is the **exact** syntax of any error message(s) experienced?
6. Include relevant Vidyo logs on the ticket.
7. Include relevant screenshots of the error.
8. Are other users experiencing the problem?
9. Can the user recreate the problem?
10. Has anything changed (location, hardware, accessories, network, firewall, updates)?
11. What version(s) are on infrastructure & endpoint(s) (VidyoConnect, VidyoPortal, etc.)?

A REAL-LIFE TICKET REWRITTEN USING BEST PRACTICES

ORIGINAL TICKET TEXT: When you reboot some systems you get the message “Unable to connect to VidyoPortal.” Then, after 15-20 min it reconnects. Since these devices run on Windows they need to be rebooted and it is inconvenient to wait 15 min for the system be operational.

BEST PRACTICES 1 2 3 4 5 6 7 8 9 10 11

TICKET REWRITTEN USING BEST PRACTICES: At 12:53 PM EST, 1/12/17 our HD-230 VidyoRoom displayed error: Unable to connect to VidyoPortal. The system has been operational for 6 months.

- We have included an image of the error on the VidyoRoom system.
- The windows device needed to be rebooted at which time the above error was displayed. After 15-20 minutes the device reconnected to the VidyoPortal.
- We recreated this issue on multiple VidyoRoom systems by rebooting the Windows device for each.
- Nothing has changed recently in our setup. VidyoRoom systems: v3.3.1, VidyoPortal: v3.4.
- We have attached logs from the system that displayed this error at 12:53 PM EST on 1/12/2017.

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NEED HELP? WE'VE GOT YOU COVERED. VidyoCloud Support. Simplified. [CONTACT US](#)

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