Create a support request

Applies to userXpress 2.0.0.0

Describe a problem, choose diagnostic files and create a ticket or add information to an existing support request.

Use **Information → Create support request** to send a problem description and selected diagnostic files to Delorion Support. Create a new ticket for a new problem, or add information to an existing ticket when continuing an investigation.

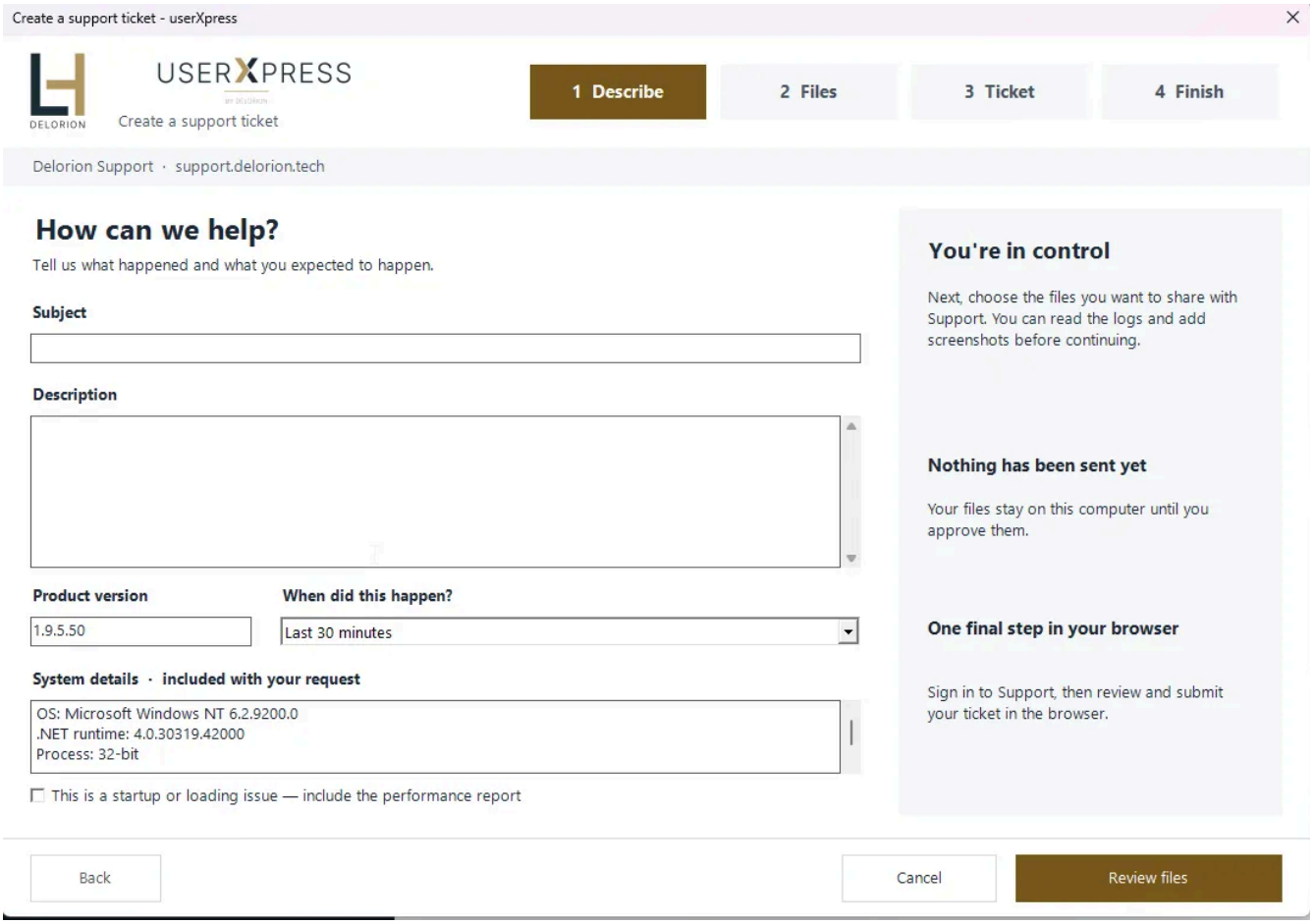
You need internet access and a Delorion Support account associated with your organisation. The wizard prepares the request and uploads the files you approve. You finish by choosing **Submit** in the support portal.

Describe the problem

1. Open **Information → Create support request** on the main toolbar.
2. Enter a **Subject** identifying the problem. In **Description**, explain the action you took, the expected result and what happened. Include the exact message and the affected system/client where relevant.
3. Choose **When did this happen?**: **Last 30 minutes**, **Last 2 hours**, **Today** or **Last 7 days**. This selects archived logs by their modification time. The current logs are included when available, and the selected files retain their full contents.
4. **Product version** is filled in automatically. Edit **System details** if you need to add context about the workstation or connection.
5. For a performance problem, select **This is a startup or loading issue — include the performance report** to attach files from the latest available diagnostic session. Capture a session first when you need measurements of the problem.
6. Choose **Review files**.

For example, use a subject such as “Selected-user refresh stops for client 100”. Describe how many accounts were selected, the client, the message and whether other clients finished.

The subject accepts 3–240 characters, the description 10–50,000 characters and system details up to 500 characters. Describe the problem without including passwords or license keys.



Review and approve the files

The wizard suggests application logs, an exception log and a generated version/environment summary. It also includes the performance files you requested.

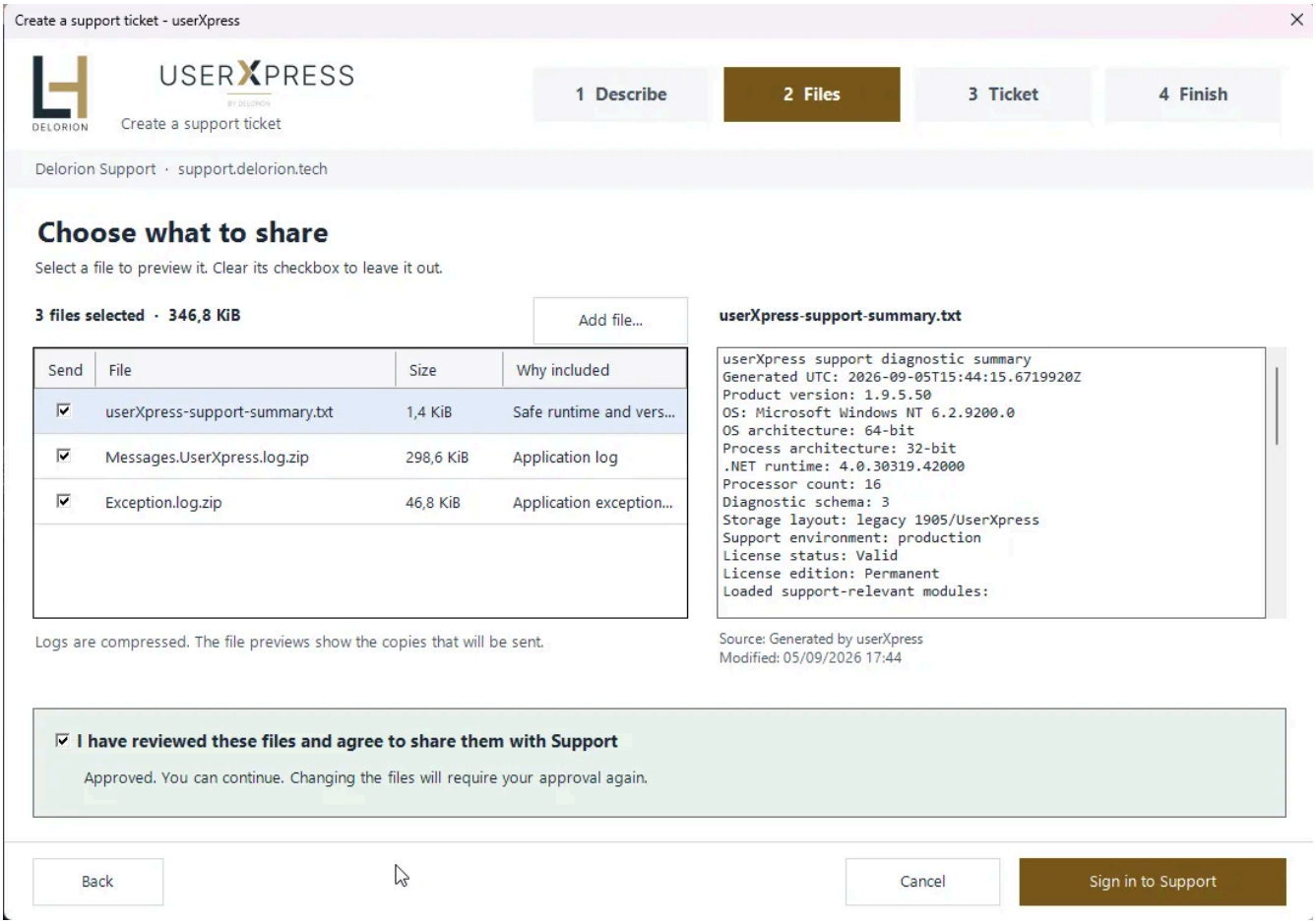
1. Select a row to read its preview. **Why included** explains the suggestion. The details below the preview identify the source and modification time.
2. Clear **Send** for any file you want to exclude.
3. To add a screenshot, PDF, text file or diagnostic archive, choose **Add file...**. Added files are selected for sending automatically.
4. Select **I have reviewed these files and agree to share them with Support**.
5. Choose **Sign in to Support**. If you have already signed in during this wizard, choose **Choose ticket**.

The file list shows the copies prepared for upload. Log files are compressed. A truncated preview displays only part of the file, while uploading sends the complete prepared file. Open the original separately when you need to review the rest or inspect a binary attachment such as a screenshot or PDF.

Logs and screenshots can contain account names, system names and paths. Use **Send** to exclude files you do not want to share. Review added files for passwords or other confidential content before selecting them.

At least one file is required. The generated summary is available when there are no logs to attach. A request can include up to 20 files, with a maximum of 25 MiB per file and 100 MiB in total. The displayed file sizes are the sizes prepared for upload.

Changing the file selection clears approval. Select the approval checkbox again after reviewing the new selection. Returning to **Describe** and choosing **Review files** rebuilds the list, so add any manually selected files again.



Sign in and choose a ticket

The browser opens for sign-in. Use your Delorion Support account, then return to the wizard after the browser confirms sign-in.

To register a new account, use the email address known to Delorion and complete email verification in the browser. Return to the wizard and choose **Resume sign-in** or **Sign in to Support** as displayed.

Choose the destination for your request:

- **Create a new ticket** uses the subject and description you entered.
- **Add to an existing ticket** lists recent userXpress tickets for your organisation. Select the ticket by its reference and subject. **Status** and **Updated** help identify it. Your description and files become a public update on that ticket. Choose **Refresh tickets** to reload the list.

Choose **Continue to create ticket** or **Continue to update ticket**. For an existing ticket, choose **OK** in the confirmation naming that ticket. The wizard then sends the approved files.

If the ticket you need is outside the recent list, open it in the support portal to continue the existing conversation there.

Finish in the browser

The final step shows each attachment as **Waiting**, **Sending…** and then **Ready**. After the files are uploaded, the portal opens to the prepared request.

1. Review the ticket destination, description and attachments in the portal.
2. Choose **Submit** to create the ticket or post the update.
3. Use the ticket reference shown by the portal for subsequent correspondence.

While the wizard remains open, **Review & create ticket** or **Review & update ticket** reopens the prepared request. Choose **Close** when you have finished.

If you cannot continue

Create support request is disabled

Point to the button to read its tooltip. Open the Delorion support portal directly and include that message with the problem description.

Sign-in was cancelled or did not return

Keep the wizard open and finish any registration or email-verification step in the browser. Use **Resume sign-in** or **Sign in to Support** to try again. **Cancel sign-in** stops the browser sign-in attempt while keeping the selected files available in the wizard.

If sign-in still fails, include the displayed error in a request through the support portal.

The file step will not advance

Select at least one file and approve the selection. If a size or count limit is reported, clear **Send** for files you want to exclude, then approve the revised selection.

No performance report is available

Measure a session, then start the support request again to include its results. You can also leave the performance option clear and send the available logs with a description of the delay.

Preparation failed before file upload

The wizard returns to the ticket step and displays the error. Correct the reported problem, then use **Continue to create ticket** or **Continue to update ticket** again.

An upload failed or was cancelled

The wizard reports that some files may have arrived and asks you to start a new request. Close the wizard and reopen **Information** → **Create support request**. Submission still takes place through **Submit** in the portal. If you already submitted a request, add the information to that ticket instead of creating another one.