Technical procedures

Diagnostics for customer IT

Applies to userXpress 2.0.0.0

Capture a performance report, identify connection failures and send the relevant files to support.

Record the problem

Record the version from **Information**, the action, the time and the exact error message. For a SAP operation, include the affected system/client and whether all targets failed or only some of them.

A timeout can occur after SAP has accepted a change. Check the target account before repeating account creation, deletion or another change whose result is uncertain. If the operation succeeded but the table did not refresh, report both outcomes.

Capture a performance report

Use **Information** → **Diagnostics** for slow startup, system loading or the operations measured during a diagnostic session. Capture the workload that is slow on the affected workstation. A report from a different set of systems may not reproduce the problem.

1. Finish or save your current work. The next step restarts userXpress.
2. Open **Information** → **Diagnostics** and leave **Redact system identifiers in the report** selected unless you are authorized to include them.
3. Choose **Measure next session** and confirm the restart.
4. Let startup and system loading finish. If the problem concerns a later operation, perform that operation in the diagnostic session and note its time and result.
5. Return to **Information** → **Diagnostics** and choose **Open latest report**. Use **Open diagnostics folder** to locate the report files.

Measurement remains active in that session until userXpress closes. Normal subsequent starts do not automatically start another measurement. An active measurement disables **Measure next session**.

Read and retain the report

The HTML report opens in the browser and can be read offline. Start with the operation that was slow and check whether it completed, failed or was cancelled.

Compare time spent on SAP requests, local processing and display updates. Include the number of clients and records involved when reporting a performance problem.

- **Elapsed** includes work inside a step. Do not add a parent’s elapsed time to its child times.
- **Self** excludes child-step time.

Distinguish time spent waiting for a dialog choice from processing time.

The report directory contains HTML and accompanying CSV, JSONL and text files. Keep them together.

Choose **Export support bundle…** to save the latest report directory as a ZIP, and check that the ZIP belongs to the session you intend to send. Exporting the ZIP does not upload it.

If **Open latest report** is disabled, no HTML report is available for that action. Check the status and output location in the diagnostics window.

If userXpress failed before completing the operation, preserve the report folder and explain where execution stopped.

Connection and authorization failures

For an SNC failure, open **Settings** → **Connections** → **SNC library** and record the displayed library path, version, architecture and error. Follow Configure SNC if the wrong library was selected.

For a SAP authorization failure, give the SAP security team the error's function or table, SAP user and client. Follow Diagnose a SAP authorization failure.

For incomplete role content results, include the query's status and **Details…** information. Distinguish roles confirmed to match from those the application could not evaluate.

Review files before sending

Application logs, exports and screenshots can contain user identifiers, role names, file paths and other customer information. Performance-report redaction does not redact every other attachment.

Check the complete files you intend to send. A truncated preview is not the complete attachment.

Open **Information** → **Create support request**, describe the problem and review the proposed files. Exclude unrelated material and files containing passwords or tokens. Approve the selection before continuing to sign-in and upload.

After the approved files have been uploaded, complete the final review and submission in the browser. The desktop preparation step alone does not submit the ticket. Follow Create a support request for the wizard's individual steps.