

Contacting ISIS Papyrus for Support

General Information

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1 Introduction

ISIS Papyrus Europe AG provides support services throughout the entire Papyrus implementation and operation process including 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 compiled this guideline.

This document describes how to prepare technical information when you ask a question about the use of ISIS products, applications built on top of them or when reporting unexpected product behavior. This information is required by ISIS Papyrus Product Support (support@isis-papyrus.com) and provided to internal support teams like the ISIS Papyrus Project Quality Assurance representatives, if needed.

Note that, if a question is more related to marketing, sales or administration, you can contact your ISIS Papyrus customer care representative via your local ISIS Papyrus office, directly by phone, or by e-mail to info@isis-papyrus.com.

Before getting in contact with ISIS Papyrus Product Support, please prepare all the necessary information, as described in the chapter see chapter "[4 Steps to Take if You Need Support](#)".

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

Help us to help you. Thank you!

2 Availability of ISIS Papyrus Product 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 Papyrus Support Center for Europe and International

ISIS Papyrus Europe AG

Alter Wienerweg 12
A-2344 Maria Enzersdorf
Austria

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

Phone: +43 (0)2236 27551 EXT 111

E-mail: support@isis-papyrus.com

Internet contact form: <http://www.isis-papyrus.com/support-request>

ISIS Papyrus Support Center for USA

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. CST.

Phone: +1 817 4162345

E-mail: support@isis-papyrus.com

Internet contact form: <http://www.isis-papyrus.com/support-request>

ISIS Papyrus Support Center for Asia Pacific

ISIS Papyrus Asia Pacific Pte Ltd

9 Temasek Boulevard
#29-01 Suntec City Tower 2
Singapore 038989

Business hours: Monday to Friday 8:00 a.m. to 6:00 p.m. SGT.

Phone: +65 6339 8719

E-mail: support@isis-papyrus.com

Internet contact form: <http://www.isis-papyrus.com/support-request>

Note: In case of production critical situations always call ISIS Papyrus Product Support and do not rely on e-mail only.

3 Types of Technical ISIS Papyrus Support

We offer two kinds of technical support services to meet our customers' requirements: Product support and application support. The current supported releases are to be found on the ISIS Papyrus website under <http://www.isis-papyrus.com/e/pages/1/2/support.html>.

3.1 Product Support

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

ISIS Papyrus Product Support will reply and attend to your questions promptly and try to provide you with a resolution as soon as possible. The reported request will be analyzed in the ISIS Papyrus labs, and if necessary, we will send you a patch or update to solve the problem.

3.2 Application Support

The design of document and business applications is not covered by the standard ISIS Papyrus maintenance order.

Of course, we will try to provide technical support also for such inquiries and offer solutions based on available business application knowledge.

However, tasks like identifying application programming errors, fine-tuning of DOCDEF applications, Designer/Capture extraction definition and other, require detailed data and knowledge of system and business applications and thus can only be handled on an advisory level.

If suggestions provided by ISIS Papyrus are not sufficient or applicable in the given situation, 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 Papyrus consultant for a fee with ISIS Papyrus Marketing Services (e-mail: info@isis-papyrus.com) or by contacting the customer care representative or local ISIS Papyrus company office for the appropriate pricing and resources for your situation.

3.3 Papyrus System Migration Support

ISIS Papyrus supports customers under maintenance in their Papyrus WebRepository migration projects to the most recent version.

Upgrades to the latest release level are needed to guarantee a maintainable system. For the currently supported releases, see the ISIS Papyrus Website under <http://www.isis-papyrus.com/e/pages/1/2/support.html>.

We strongly recommend that customers follow the procedure outlined below with the assistance of an ISIS Papyrus consultant throughout the described phases. Note that an ISIS Papyrus consultant order usually takes up to 4 weeks lead time.

Efforts of each of the phases described below need to be carefully estimated and planned as they depend on system complexity and size, skills of involved people and completeness of available test plans but typically range from several weeks to several months.

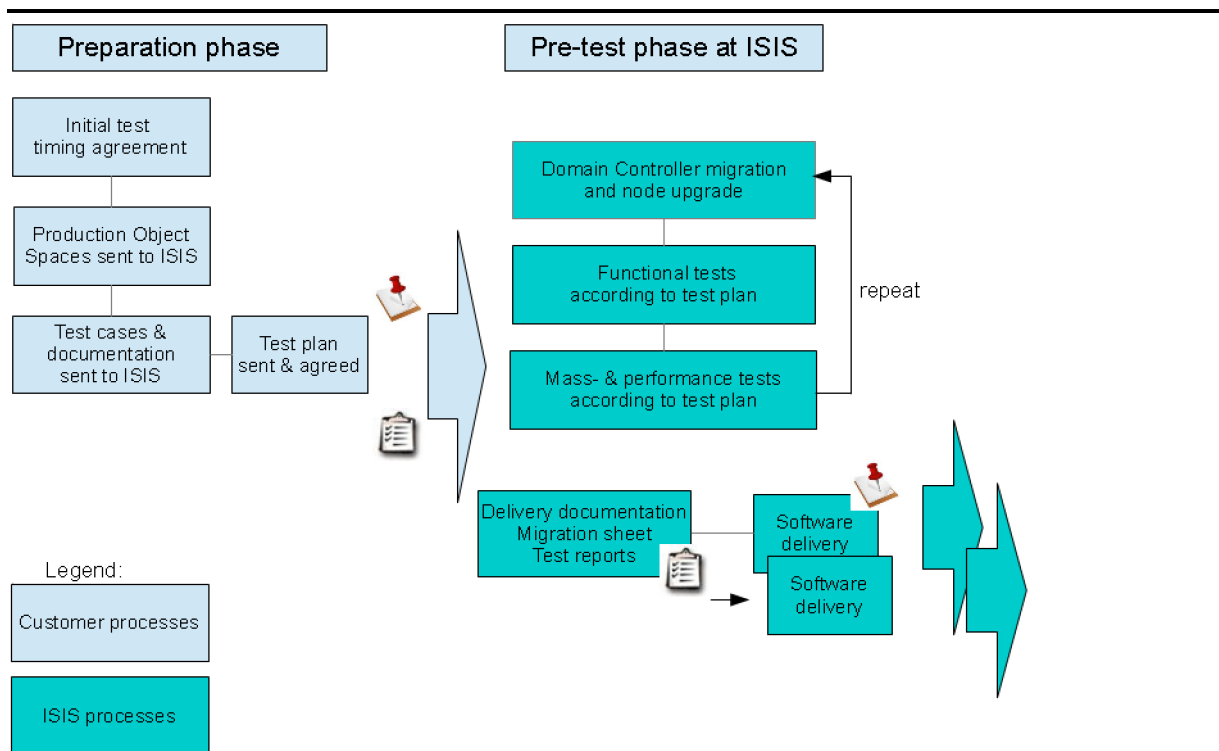


Fig. 1: Papyrus System Migration Support / Preparation and Pre-test

1. Preparation phase

The customer has to provide a full copy of the production setup including test cases for each workflow and the associated data with a description how these tests are to be executed and what the expected results are. See the ISIS test plan template document **Test Plan for the Papyrus System at [Customer] (custteste)**, which is an editable document that is available with the customer delivery.

ISIS Papyrus usually needs:

- Filled **Test Plan for the Papyrus System at [Customer] (custteste)**
- The Object Space of the Domain Controller for the upgrade & migration tests
 - A PCS log of the Domain Controller
- The Object Space of any Node required for the system end-to-end tests
 - PCS logs of those Nodes
- Step-by-step instructions for the test cases
 - Any source files for the tests
 - Result files to compare Papyrus results with the customer's results

Additional data may be required depending on the customer setup and test conditions.

Furthermore, the customer has to provide a dedicated technical contact person who is fully familiar with the Papyrus System to communicate with ISIS Papyrus in case support from the customer is needed. This is to avoid delays due to insufficient test cases or Papyrus skills which demand for an ISIS Papyrus consultant working on-site.

2. Pre-test phase at ISIS Papyrus

ISIS Papyrus will schedule the migration tests after receiving the above described prerequisite data, which can take some time. Based on this information ISIS Papyrus Project Quality Assurance will establish a reference installation with the currently used Papyrus WebRepository version and verify that each of the provided and documented workflows can be executed without problems and provides the expected results.

Once this was achieved, ISIS Papyrus Project Quality Assurance will perform the upgrade according to the official upgrade procedures and protocol what has to be done differently due to customer-specific conditions.

After successful upgrade ISIS Papyrus Project Quality Assurance will perform the provided test cases again and verify that applications behave the same.

This results in a customer-specific set of delivery documentation, especially if it deviates from the standard upgrade process due to customer specific conditions.

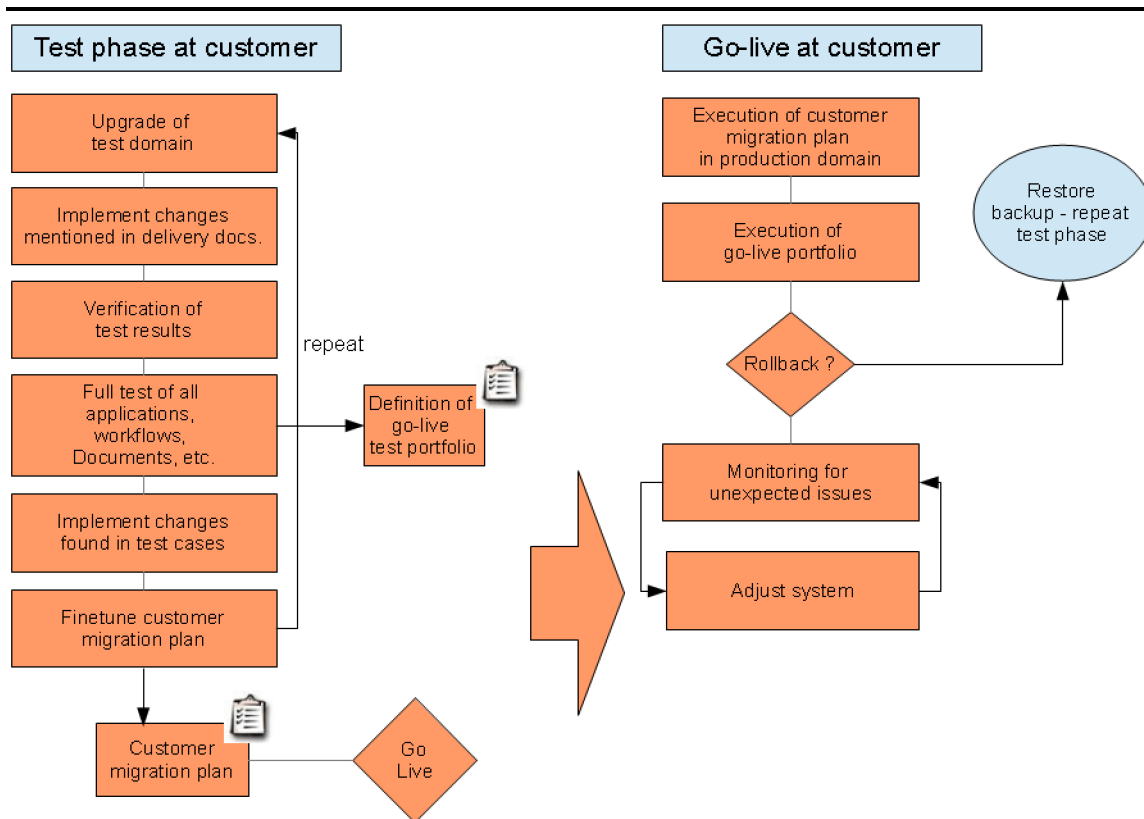


Fig. 2: Papyrus System Migration Support / Test phase and Go-live

3. Test phase at customer

According to the delivery documentation provided by ISIS Papyrus, the customers repeat the migration in a local test environment. Separate product authorizations need to be available to do so. Please contact ISIS Papyrus Marketing.

In case of problems encountered, ISIS Papyrus can be contacted. The involvement of an on-site ISIS Papyrus consultant is, however, recommended as stated above for doing local adjustments, which can be the consequence of deviations between the customer target system and the replicated test environment at ISIS Papyrus.

The customer runs functional and performance application tests with their business departments and accepts the migration for production.

This leads

1. into a detailed migration plan and procedure which the project manager at the customer has to compile from the documents provided by ISIS Papyrus, the locally encountered deviations due to differences in the underlying systems and customer-specific internal processes as well as
2. a set of go-live test cases to be used for the go/no-go decision of the production system after its migration.

4. Go-Live phase at customer

1. The customer executes the steps of the migration plan from the customer test phase in the production system.
2. Customer runs the go-live test cases.
3. Decision: go/no-go?
4. In case of a rollback the full backup must be restored and the customer test phase entered again.
5. In case of going-live, a system and application monitoring must be established which allows to react on unexpected situations which have to be individually handled.

As stated above, ISIS Papyrus recommends that the go-live phase be accompanied by an ISIS Papyrus consultant.

4 Steps to Take if You Need Support

Before contacting ISIS Papyrus Product Support, please try to answer the following questions as precisely as possible.

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

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

Providing specific and 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 Designer Package/Capture
 Papyrus Server Module
 Papyrus WebControl or Papyrus WebRepository
 Papyrus Desktop
 Papyrus Kernel
 Papyrus FreeForm®
 ...

- *What version and compile date is used?*

This can be found in 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.
 + PCS log that contains information from the processes and time under investigation (default location is the "ISISCOMM" directory).
 + Trace logs from products which include options for tracing operations.

- *Dump or core files (zipped)*

For more details, see chapter "ISIS Dump Utility" in "Software Installation and Product Authorization Installation and Administrator Guide (iinste)" in the see "Software Installation and Product Authorization Installation and Administrator Guide (iinste)".

- *Hanging processes or blocked Kernels:*

In case of problems with hanging processes or blocked Papyrus Objects Kernels it is also required to save the PCS shared memory information as following:

+ Start PCS Monitor (PCSMON)

+ Select the option 'S' from the main menu and specify a file name where the Shared Memory Segment (SHM) file should be saved to

- S. Save shared memory segment into dump file for offline diagnostics
Enter the path/name of the file:

+ Create a running dump from the kernel through option 'V'

- V. Create a dump/core file of a process without aborting it
Enter the process id (first column)

+ Restart the related node.

+ Provide PCS Logs of involved nodes, saved Shared Memory Segment (SHM) file and the running dump to ISIS.

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

Project export
AFP
input data
resources
output data
Project definitions

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

Object Space of the Domain Controller
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 You Provide When Contacting ISIS Papyrus 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 there a check whether the data are correct - i.e. compared 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 and so on)?
- Could you locate the source of the problem?
- 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 "ISIS Papyrus Product Messages General Users Guide (ipmgue).pdf" 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?
- Have you noticed anything we did not ask?

5 Data Exchange Information

5.1 HTTPS

ISIS Papyrus prepared its own application where our customers have the opportunity to exchange data with ISIS Papyrus via HTTPS. Single file size must not exceed 400 MB. For the upload of bigger data please use the FTP transfer.

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

After login the following functionality can be selected:

Home	To navigate to the first view from anywhere in this application.
Create New Folder	To create a new folder for a new upload where the Subject field is mandatory. 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.
Help	Show online help for the HTTPS data exchange application.
Logout	Log out of the HTTPS data exchange application.

5.2 FTP

Alternatively to HTTPS a FTP Server is available for data exchange where every user has a secure and individual space. Access will be provided from ISIS Product Support.

For data transfers this FTP address is available

<ftp://ftps.isis-papyrus.com>

The FTP Server is for short term transfer only. Files will be automatically deleted after 30 days.

The following FTP services are available:

- **FTP** on port **TCP/21** (can be used with **standard FTP Clients** and **web browsers (NOT Internet Explorer 7))**)

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 suitable FTP Client ... e.g. FileZilla)

We recommend using FileZilla (<http://filezilla-project.org/download.php?type=client>) **as FTP Client.**

For access please contact support@isis-papyrus.com.

Disclaimer for the ISIS Papyrus support server usage: Access to the ISIS Papyrus support server is solely for business purposes in line with the provisions outlined in the ISIS Papyrus maintenance order. Any infringement of these provisions will lead to the account being locked. If access is no longer required for reasons of the withdrawal of a client's employee or any changes to their responsibilities, ISIS Papyrus must be immediately informed in order to disable the account. The client will be held responsible for losses arising from incorrect or delayed indication of such changes.

The ISIS Papyrus support server will not be monitored and any uploads should be explicitly disclosed to the ISIS Papyrus Product Support by telephone or e-mail. ISIS Papyrus will automatically delete content on the FTP Server every 30 days.

Support and Contact Information

If you need support or general information, do not hesitate to contact ISIS Papyrus:

General contact information

ISIS Papyrus Europe AG
Phone: +43 2236 27551
Fax: +43 2236 21081
E-mail: info@isis-papyrus.com
Website: www.isis-papyrus.com

Product & Project Support

Phone: +43 2236 27551-111
E-mail: support@isis-papyrus.com

We will attempt to answer all inquiries within 24 hours.

Click here to open the **ISIS Papyrus Product Support Request** form where you can enter and submit information:

www.isis-papyrus.com/support-request

It will help us answering your inquiries if you send us the version number and compilation date of the relevant Papyrus products. To find out this information, choose **Help | About...** or **Help | Product information** from the main menu.

For more details on support types and what kind of information is essential, see "Contacting ISIS Papyrus for Support General Information (supporte)".