

Questionnaires for Troubleshooting

Dear client,

Please provide detailed info below, that will help a lot for our support engineers to do the troubleshooting and find proper solutions. Please finish this questionnaire and send it to our support engineer directly or to support@wellav.com, Wellav support engineer will reach out to you asap.

Client Information

Client Name:

Client Role:

Email Address:

Client Company:

Project Introduction:

Issues Descriptions

Please describe the issues clearly and concisely here. It will help a lot for our engineer to have better understanding if you can give the details, pictures and videos will be helpful.

How did you find the issues?

What did you do before and after the issue happened?

Did the issue happen randomly?

If yes, how often did you observe the issue?

What are the steps to reproduce the issue?

Please describe the steps specifically how you can see the issues.

Basic Troubleshooting

Is it possible to check and analyze the signal source? Did you find any errors on the signal source?

If yes, please send pictures or videos for what you found after analyzing your signal source.

Is it possible to record the TS source?

If yes, please record and send the TS to our support engineer, so we can try to run some tests with same ts in our lab to reproduce the issue.

Did you export the log when issue happened?

If yes, please send the logs to our support engineer.

Application Environment

Is it possible to provide network topology about your application environment? It will help a lot for our engineer to have better understanding for your environment and know where maybe the issue happened, that will help save both of us much time.

If yes, please provide.

If no, please describe your application environment specifically, which units and what are their brand and model to set up the environment

Product Information

What's the model number and serial number of the issued unit? What's the software version of the issued unit? It will help a lot if you can provide pictures or screenshots.

Please describe them correctly or attached the pictures/screenshots here.

Configuration Information

How did you configured the units specifically?

Please provide pictures or videos.

Schedule with Remote Access

Is it possible to arrange remote access? It will help us check your unit remotely, so that we can confirm the issue and find proper solution more quickly.

If yes, please download Splashtop SOS client from the link: <https://sos.splashtop.com>, open it and send the session code to our support engineer.