

Arc Express – *tech notes*

Raising an Arc Express Support Case with the Arc TSC

Description

This paper describes the information that should be gathered prior to opening a case with the Arc TSC

Prior to raising a case with the Arc TSC, there are three separate areas of information that should be gathered. Providing this information will allow the Arc TSC to handle the case in the most efficient manner properly

Issue Description

Please provide the following information

- Extension Number(s) of the Operator Handset
- Extension Number(s) of the Arc Express Queues
- Description of your issue – including the scenario which covers the Trace File time period
- Extension Number(s) of any other handsets affected by the issue (for example – an extension that is being transferred to)
- Caller Id(s) of incoming calls affected by the issue (for example – the phone number of the call transferred)

Cisco Unified CallManager Configuration

- Please include a copy of the “Running Configuration” of the CUCME. Any confidential information can be removed prior to sending this to Arc

Arc Express Trace Files

- The Arc Express Trace files covering the Time period for when the issue occurred.
- These can be found at:
 - C:\Documents and Settings\All Users\Mettoni\Arc Express\Logs
- Please compress the trace files into a zip file and attach this file to the case. Without the trace file information, it becomes very difficult for the Arc TSC to diagnose any fault if not impossible.
- State clearly the date and time of the incident. If an exact time cannot be provided, please narrow down the time window. The more information that can be provided will ensure a faster and more accurate fault diagnosis.

PLEASE NOTE: to contact the Arc TSC via telephone, a valid service contract number must be quoted. If there is no support contract purchased from Arc Solutions – and therefore no valid service contract number – email support is provided free of charge via express@arcsolutions.com