
Best practice for reporting issues through Salesforce

- **Product:** campusM
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Please find below the mandatory information needed by campusM for any application issues raised through Salesforce.

Missing information in the first contact with campusM Support team may delay the process and increase the resolution timeframe.

Pre-Requisites

- **Issue Description**

Full details of the issue, giving as much detail as possible with an example of the issue and referencing specific parts of the app

- **Steps to reproduce**

The steps to reproduce the issue. Denoting if the issue repeats consistently or periodically (e.g. one out of every few attempts). With the scenario detailed, anyone from campusM should be able to reproduce the issue by following the provided steps.

Provide screen shots or include a video capture to better illustrate the issue for reproduction.

- **Credentials to recreate the issue**

Provide Username to login and reproduce the issue (in case the test user provided to Ex Libris is able to produce). In case the user Ex Libris has is not valid/for the scenario, an updated Password should be provided as well.

- **Expected Result**

This describes the behavior that is not occurring when running through the reproduction steps, but which is expected / by design.

- **Devices affected**

Clarify device - Web, Android or ios and the device (model) / OS Version

- **App version**

Provide affected app version

- **Affected environment**

Possible values for affected environment are Production, Sandbox and Preview

Usually, each of the above can be accessed using App Center / HockeyApp (for all environments) and the App Store

version for Production.

In case you are unable to log into the App or Integration intermittently not responding as expected

- **Connect Layer - provide the Tomcat logs**

For more information see [Connect Layer Troubleshooting](#)

- **Services response**

Run manual requests for the pertinent integration to confirm that the API or database are responding . Add the request and response to the case.

See https://knowledge.exlibrisgroup.com/campusM/Knowledge_Articles/Creating_a_Curl_Requests_for_Testing

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