

Submitting Rosetta Support Cases Best Practices

- **Product:** Rosetta
 - **Product Version:** 5.3/5.4/5.5
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Structure

Use the following case structure:

Relevant info

Environment: Production/Sandbox/Development

Institution:

Rosetta Version: 5.3/5.4/5.5

Object number: SIP/IE

Description

Issue description:

Steps to reproduce:

Attachments

Logs

Screenshots

Tips

- Make sure to choose the correct asset (Rosetta)
- Include any information that could help us resolve the issue
- Avoid long sentences and repetition
- Use bullet points (or numbering) instead of paragraphs
- Be clear and specific
- Limit yourself to one problem per Case
- Make sure your system is accessible and ExLibris user has sufficient privileges (user roles)

Additional Information

More information about submitting a new case can be found in the [Support Portal User Guide](#).

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