1. General guidelines

1.1. Submitting support requests

- All support requests should be emailed to support@boyum-it.com or you can use our webform in our Help Center (login required). Replies to your requests will be delivered back to you by email.
- Please note that all communication should be done in English.
- Please include customer's name and installation number for every ticket you open.

How to search for Help?

- To access the Help Center go to https://support.boyum-it.com/hc/en-us.
- In the Help Center, once you are logged in, you can view and manage all your tickets.

1.2. What to include when submitting a support call to Produmex?

- Customer's name
- SAP installation number
- The error message and a description of the problem
- Detailed steps to reproduce the problem
- A database where it can be reproduced in
- The Produmex log files
    - Produmex add-on log files can be found in the `C:\Program Files (x86)\SAP\SAP Business One\AddOns\PMX\Produmex AddOnLoader\Log\` folder
    - Produmex add-on log files can be found in the `C:\Program Files\SAP\SAP Business One\AddOns\PMX\Produmex AddOnLoader 7\Log` folder
    - All the other produmex log files (e.g. fat client, license server, etc.) can be found in the `C:\Produmex\Log\` folder
- SAP Business One version and PL version
- Produmex WMS version
- HANA Server or SQL Server version
- When did it happen first?
- How many clients have this problem? (only one or more?)
- Was there any upgrade recently?
- Was there any major change in the system recently?

1.3. Where to upload files when requested to do so?

There's an FTP server at your disposal, where you can upload files to Produmex. This way you can send large files (log files, database backups...) that don't fit in an e-mail.

The FTP access for upload is *write-only*, which means that you can upload any file, but you cannot download anything from that folder (not even the files **you** uploaded!). Only Produmex staff is able to

retrieve uploaded files.

The credentials are the following:

- Host: ftp.produmex.name
- User name: upload
- Password: Avaya789

After having uploaded a file to the FTP server, please inform the Produmex staff that the upload has completed, including the file name and the support ticket reference, if any.

1.4. Error Messages on Scanners

- SBO Error Messages - Produmex scanners will display SBO error messages, so make sure to read the error message and determine if it is an SBO error or a Produmex error. If it's an SBO error message, please Google it and use your current process for solving SBO errors before escalating to Produmex.
- Produmex Error Messages – In most cases the Produmex error message will give you an indication of what the problem is to make it easier to solve like any other SBO error message.

1.5. Conflicts with other Addons

A common complaint goes as follows: "We're getting an error message from another addon but when we turn off Produmex the error message goes away, so it must be Produmex, right?"

In more cases than not it is the addon that displays the error message that is the source of the problem.

1.6. How to enable extra logging?

If you want to enable extra logging for debugging purposes, you can enable this in the config files:

- Fat Client: `C:\Program Files (x86)\Produmex\Produmex Fat Client\Produmex.Sbo.Logex.Execute.FatClient.exe.config`
- Add-on Loader: `C:\Program Files(x86)\SAP\SAP Business One\AddOns\PMX\Produmex AddOnLoader 7\Produmex.Foundation.Sbo.AddOnLoader.exe.config`
- ScaleCommService: `C:\Program Files (x86)\Produmex\ProdumexScaneComm\Produmex.Sbo.Logex.ScaleComm.Service.exe.config`

In this file you'll need to change all the 'WARN' levels to 'DEBUG'

```
<FILTER TYPE="log4net.Filter.LevelRangeFilter">
        <levelMin VALUE="DEBUG" />
```

```
        <levelMax VALUE="FATAL" />
    </filter>

    <root>
        <level VALUE="DEBUG" />
        <appender-REF REF="RollingLogFileAppender" />
    </root>
```

For more inofrmation about the application configurations please see: 10. Application configurations