

***System Notification****MSA Focus Support Documentation*

|  |  |
| --- | --- |
| Company |  |
| Name |  |
| Contact No. |  |
| Contact Email |  |
| Date |  |

# Application Details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Application** | ForeTV | Perspective | Total Vision | Other (specify) |
|  |  | | | |
| **Version** |  | | | |

# Fault Details

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Severity** | Critical | High | Medium | | Low |
| **Application** | Live | Test | Other (specify) | | |
|  |  | | | | |
| **Location of Issue** |  | | | | |
| **Has this happened before** | Yes | | | No | |
| **Can the fault be replicated at will** | Yes | | | No | |
| **Is there a work-around** | Yes | | | No | |

# Fault Description

Please fill out all sections of this form that you can with **as much detail as possible**. The more detail you give, the more chance we have of recreating the fault by replicating it and then **fixing it.**

***Note:*** *We cannot investigate a fault without both Sections 3.1 and 3.2 being completed relevant details.*

**Information to help us investigate:**

* Any screenshots you have (of the error message/screen malfunction).
* PSR files (these should be created where possible if the fault can be replicated.) Please attach these to the email when you send this form. Try to name the PSR file something appropriate e.g. “Error in saving contract”
* Text of any fault window that appears (you can find this by pressing Detail on the fault window) and highlighting and copying the entire message.

## Before the Fault

Please give as much relevant information as possible including:

* How long had your session been (i.e. “I had been working inside ForeTV for 30 minutes”)
* What sections of ForeTV had you been in (i.e. Multi Day/Brand Clashing/Contracts/Libraries)
* Had you already successfully completed the task that caused the error earlier in the session?
* Had you noticed anything that may be relevant happen before the fault?

|  |
| --- |
| Description: (Please provide screen shots and precise descriptions of the problem.) |
|  |

## The Fault

Please explain exactly what you were doing when the fault occurred, such as:

* The task you were trying to complete (i.e. “I was adding copy to a rotation pattern”) please include all relevant information such as Contract Numbers, Sales Log dates, Channel, Region & Usernames.
* Any relevant Screenshots. Please make sure they include all of the screen and NOT just the error box.
* Text of an error message shown (including any information found when pressing the details button on a fault) and highlighting and copying the entire message.

|  |
| --- |
| Description: (Please provide screen shots and precise descriptions of the problem.) |
|  |

|  |
| --- |
| Error: (Where possible please copy and paste any error text here.) |
|  |

# Contact Information

Please send details of this issue to MSA Focus Customer Support Services by either:

|  |  |
| --- | --- |
| Email | [support@msafocus.com](mailto:support@msafocus.com) |
| Fax No. | (+44) 29 2049 6874 (Send as attachment) |
| Phone No. | +44) 29 2043 6500 |