SR Ticket Template for VMware Support Requests

1. Provide Skyline Organization Name and Account ID:

*Skyline Organization Name –*

*Skyline Account ID -*

*Entitlement Accounts -*

1. Please provide the name(s) of the impacted object(s):

vCenter FQDN and IP address:

ESXi Host FQDN and IP address:

Datacenter Name:

Cluster Name:

Datastore Name:

Virtual Machine Name:

1. Is this support request for a product that is supported by LogAssist (yes/no)?

\*\*\***REMOVE BEFORE SUBMITTING**\*\*\*

\*\*\*Log assist only supports

* vCenter
* ESXi/vSphere
* vSAN
* NSX
* vRealize Automation (vRA)
* Horizon
* VMware Cloud Foundation (VCF)

\*\*\*IF YOUR SUPPORT REQUEST IS FOR ANY OTHER PRODUCT PLEASE UPLOAD LOGS MANUALLY\*\*\*

\*\*\***REMOVE BEFORE SUBMITTING**\*\*\*

1. Has the impacted vCenter/host/VM been rebooted during troubleshooting (yes/no)?
2. Did the ESXi host experience a kernel panic/PSOD (yes/no)?
3. Did anything change in the environment prior to the issue occurring?

\*\*\***REMOVE BEFORE SUBMITTING**

Please describe in detail specifically what changed and when the change began/finished

\*\*\***REMOVE BEFORE SUBMITTING**

1. What date/time (and time zone!) did the issue begin?

\*\*\***REMOVE BEFORE SUBMITTING**

\*\*\*Don’t forget to indicate if server time zones are different than your local time zone

\*\*\*For recurring problems, please answer this question by providing the **earliest** date

\*\*\*on which the issue first occurred…

\*\*\***REMOVE BEFORE SUBMITTING**

1. If this is a recurring problem, provide the date/time (and time zone!) of a specific instance of the problem:

\*\*\***REMOVE BEFORE SUBMITTING**

\*\*\*Don’t forget to indicate if server time zones are different than your local time zone

\*\*\*If this is not a recurring problem please answer “n/a”

\*\*\***REMOVE BEFORE SUBMITTING**

1. What was the full error message displayed on the screen or in the logs?

\*\*\***REMOVE BEFORE SUBMITTING**

\*\*\*Please copy and paste the error message **verbatim**

\*\*\***REMOVE BEFORE SUBMITTING**

1. What product versions and build # are being used?

\*\*\***REMOVE BEFORE SUBMITTING**

\*\*\*Please don’t just say “vSphere 7”…please provide the actual build number as well

\*\*\***REMOVE BEFORE SUBMITTING**

1. If this issue impacts a virtual machine please provide the following details:

Guest Operating System Name:

Guest Operating System Build #:

VMware Tools Version:

Virtual Machine Hardware Version:

Virtual NIC Type:

1. What are the steps to reproduce the problem? Please attach screenshots or videos for complex reproduction steps:

\*\*\***REMOVE BEFORE SUBMITTING**

\*\*\*Please use bullet points (not paragraphs) to describe the reproduction steps. Please provide

\*\*\*as much detail as possible! The more detail you provide the more likely VMware will

\*\*\*understand the problem without asking you questions via email…

\*\*\***REMOVE BEFORE SUBMITTING**

1. What troubleshooting steps have you performed prior to contacting VMware?

\*\*\***REMOVE BEFORE SUBMITTING**

\*\*\*Please do not file a case with VMware without first troubleshooting yourself…

\*\*\***REMOVE BEFORE SUBMITTING**

1. List the VMware KB articles you have reviewed prior to contacting VMware:
2. Please provide a brief description of each screenshot/video you attached to the case:

\*\*\***REMOVE BEFORE SUBMITTING**

\*\*\*We need this because files named “screenshot1.jpeg” are confusing when there are multiple

\*\*\*attachments over multiple days 😊

\*\*\***REMOVE BEFORE SUBMITTING**

1. What is the business impact of this problem?

\*\*\***REMOVE BEFORE SUBMITTING**

\*\*\*Please provide a brief English summary of the impact (avoiding any PNC-specific jargon) and

\*\*\*then also answer all of the below question:

\*\*\***REMOVE BEFORE SUBMITTING**

Environments Impacted?

How many users are impacted?

Is this causing a total work stoppage or a partial work stoppage?

Is PNC losing money because of this problem?