

---

<PRODUCT NAME>

A  
Maintenance Guide (How to define the issue)  
On

“<Product Name>”

Version X.X approved

Month-YEAR

---

## Contents

1. Introduction .....	3
1.1. Maintenance process .....	3
1.2. How to create a ticket .....	3
1.3. What Information to be attached .....	3
1.4. Document Copyrights .....	3
2. Log Diagnostics.....	4
2.1. Server logs.....	4
2.2. Mobile logs.....	4
2.3. Security logs .....	4
3. Configuration change.....	5
3.1. Server Connection.....	5
3.2. Security Configuration .....	5
4. FAQ.....	6
4.1. "Question 1" .....	6
4.2. "Question 2" .....	6
4.3. "Question 3" .....	6
5. Errors Tracing .....	7
5.1. "Error 1" .....	7
5.2. "Error 2" .....	7

---

## 1. Introduction

### 1.1. Maintenance process

<Describe the process that the 1<sup>st</sup> line of support will be doing in case of any issue. Describe the processes that they should not do under any circumstances.>

### 1.2. How to create a ticket

<How to use the ticketing system and the contact lines to....>

### 1.3. What Information to be attached

<How to provide a full descriptive information about the issue through the ticketing system.>

### 1.4. Document Copyrights

All of this document contents are protected under International Copyright Laws and Treaties. No part of this material is allowed to be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system without express written permission from Enterprise Consultancy Services Company. This document is only available for its intended audience. Do not share internally nor externally, please. Any attempt to decrypt the document protection or copying the information mentioned here, unauthorized reprint or use of this material is prohibited and will make you exhibited to legal repercussions and SRS and/or contract cancellation.

---

## 2. Log Diagnostics

2.1. [Server logs](#)

2.2. [Mobile logs](#)

2.3. [Security logs](#)

---

### 3. Configuration change

#### 3.1. Server Connection

#### 3.2. Security Configuration

---

## 4. FAQ

4.1. [“Question 1”](#)

4.2. [“Question 2”](#)

4.3. [“Question 3”](#)

---

## 5. Errors Tracing

5.1. [“Error 1”](#)

5.2. [“Error 2”](#)