Retain KPMG EMA Mobility Troubleshooting guide

This guide helps Retain EMA RDC team, Retain Global SCF team to troubleshoot the connectivity, Accessibility issue related to hosting retain mobile application.

Teams involved and contacts

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| Team / contact | Email / Name | Task / work done | Ownership |
| Retain international / Manuel Kurdian | Manuel.Kurdian@retaininternational.com | Takes the KPMG internal certificate issued by GO-DL ITS Global IDM Support Team and create an IPA file | Retain Mobility Developer who creates an IPA file KPMG |
| GO-DL EMA RDC IBS Infrastructure/Rahaman, Mofizur | mofizurrahaman@kpmg.com | Manages Retain Mobile application server , Manages the certificates on the IIS , application server | Retain EMA RDC Infrastructure |
| GO-DL ITS Global Mediation Support <go-dlitsglobalmediationsupport@kpmg.com> | jkaran@kpmg.com; adebnath@kpmg.com | Layer 7 support team. Help us to get a Traffic log , connectivity related issue | Manages the Layer 7 connectivity |
| Retain Global mobility package team | Prolay Ghosh, Pal, Sanjay <spal2@kpmg.com> | Once the package is received from Retain international KPMG packaging team will create an signed IPA | Create a signed IPA |