**Case Work Template:**

* Ask the customer to **detail** the problem they are having OR ask to **confirm** the problem as described in the web created case!
* Case scoping:

* Troubleshooting (Complete All Relevant Sections)
  + Environment Details
    - SSR/VSR Version (including service pack):
    - Operating System version:
    - Management Solution Server version:
    - If a managed environment (using VSR-MS), number of client machines being managed:
    - APPLICATION VERSION AND SP (e.g. SQL/Exchange/SharePoint):
    - Production or Test Environment?:
    - For restores to different hardware, confirm hardware details for source and target machines:
    - Anti-Virus Installed\exclusions in place?:
    - Other:
  + Storage Type Related to Case (NAS, USB, network share etc) & Device Details:
  + Device(s), OS and Applications involved are confirmed supported in SCL:
  + What is the failing operation and what is the error message?:
  + Relevant Technote(s) found that are relevant to the problem and/or error message?:
* Issue Base Information
  + When did the problem start/has it ever worked (new configuration)?:
  + Is it reproducible or does the error/failure occur randomly?:
  + Any changes/updates that took place just before or around the time the problem started?:
* If **offline** review to find root cause is needed collect **matching set of logs** (SIM support package in case of VSR-MS Scenarios) ,VQA and SRD Logs (In case of Restore Scenarios).
  + Detail the **Matching Set of Logs** used for the case:
* Detail contact name, phone number, email and hours of work:

Frontline Troubleshooting performed, detail, using appropriate first 15 minutes guide:  
*dd.mm.yy.tt:tt*

*Tech Name*

* When what is defined in the case scope is verifiably resolved, close the case following case handling process

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Case will be Advanced, **FL** last customer interaction/case summary:

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Case is Advanced, ADV actions:  
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* Verify from the case or this template who is the contact to work with and means of communication. Confirm:
* Detail the understanding of the problem and what are the next steps needed before contacting customer. Using the saved matching set of logs and VQA. Detail first actions planned with customer:
* If further offline review is needed to find root cause is needed collect NEW ADV **matching set of logs** (SIM support package in case of VSR-MS Scenarios) *,*VQA and SRD Logs (In case of Restore Scenarios) attached in the case. Explain reason for obtaining new logs! Detail MSoL obtained and worked with for this case:

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Advanced Troubleshooting performed, detail:  
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dd.mm.yy.tt:tt

* When what is defined in the case scope is verifiably resolved, close the case following case handling process!

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Case Advancement to BL, ADV actions  
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* Detail relevant **matching set of logs** (SIM support package in case of VSR-MS Scenarios) *,*VQA and SRD Logs (In case of Restore Scenarios ) and key findings, the corresponding VQA and WebEx recording:

v.1.5