**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
* BE Version:
* BE Server OS Version:
* Remote Server OS version:
* APPLICATION VERSION AND SP (e.g. SQL/Exchange/SharePoint):
* Production or Test Environment?:
* Anti-Virus Installed\exclusions in place?:
* Other:

* Storage Type Related to Case (Disk/Tape/Cloud) & Device Details:
* Device(s), OS and Applications involved are confirmed supported in HCL/SCL:
* What is the failing operation and what is the error message?:
* Relevant Technote(s) found using UMI link in job/install logs:

* 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** *and* VQA
* 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** *and* VQA and attach in the case. Explain reason for new obtaining new logs! Detail MSoL obtained and worked with for this case:

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Advanced Troubleshooting performed, detail:   
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* 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** and key findings, the corresponding VQA and WebEx recording: