Lashin Ramesh

From: Roux, Conrad <Conrad.Roux@sage.com>
Sent: Wednesday, March 10, 2021 4:46 PM
To: Prakash V
Cc: Lashin Ramesh; Mohammed Shameem; AME-CS-CrmSupport
Subject: Query regarding Emirates Post Group - Sage CRM

Hi Prakash,

After reviewing all the information that you supplied me as well as the CRM logs and server setup, I can see that the connection timeouts or query timeouts you are experiencing at the customer seems to be related to a SQL and or Network connection issues causing the problem. It could be that the network is dropping packets and those could be the SQL packets dropping for the CRM requests. Seeing as this is intermittent and regarding the setup, I do not think this is application related, rather environment/network/setup related.

Regards

Our Support services are uninterrupted, and we remain available and committed to assisting you over this period. To ensure that you are able to operate and access our teams we have invested in equipping all Sage colleagues with the technology required to be fully operational from home. In the event that you do experience a delay in response, we apologise and will revert as soon as possible. Kindly access our extensive digital resources available here on our dedicated COVID19 resource page and learn more about the many ways in which you can access technical support 24/7. .

We are all in this together and appreciate your understanding and patience.

P.S.: Have questions? Need training? Want advice? Engage with Sage online:
- **Sage City** www.sageCity.com
- **Sage Knowledgebase** www.SageKB.com
- **Sage University** www.SageU.com

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