STREAMdiff Support Guidelines

Before reporting an issue to S4 Software Solutions Support please make sure if possible you can reproduce the issue locally. Send all support issues to streamdiff@s4ssl.co.uk Please include your internal tracking number in the subject line (if applicable).

When reporting an issue please send all of the following information:

Customer Information	
Your company name	
The STREAMdiff contact	
Contact telephone number	
Contact email address	
Is this a proof of concept	
STREAMdiff information	
STREAMdiff version. In HELP > ABOUT	
STREAMdiff PC Operating System & Patch level.	
Where are the files being read from. Operating system and patch level	
Where are the files being written to. Operating system and patch level	
List of exact steps taken to reproduce the issue. If possible please include screen caps of your steps taken.	
For any issues pertaining to visual problems provide a screen cap and the page number where the visual problem occurs.	
Provide the entire error message and include a print screen of the error message.	
Data and resources– if applicable. See Data Information section for all information required when sending data files.	
A printout/scan of the original data file for us as a reference.	
Please provide us with both the Control and Test files.	We have copies of tools_old.afp and tools_new.afp
Please provide us with the Log files	
Data Information	
AFP	
Are the resources inline?	

If the resources are not inline please provide
      • Fonts
      • Codepages
      • Formdef (if applicable)
      • Page Segments (if applicable)
      • Overlays (if applicable)	

AFP Line Data	
We require the Page Definition and the Form Definition. Also the Record delimiter used.	
PDF	
What application was used to generate the PDF file?	
Postscript	
What application was used to generate the Postscript file?	
Xerox	

If the resources are inline please indicate this in your email. We also need:
      • JSL(s)
      • Name of the Start JSL
      • Name of the Start JDE
      • Record delimiter	

If the resources are separate forward all:
      • JSL(s)
      • Name of the Start JSL
      • Name of the Start JDE
      • Record delimiter
      • Fonts (.fnt)
      • Images (.img)
      • Logos (.lgo)
      • Forms (.frm)	