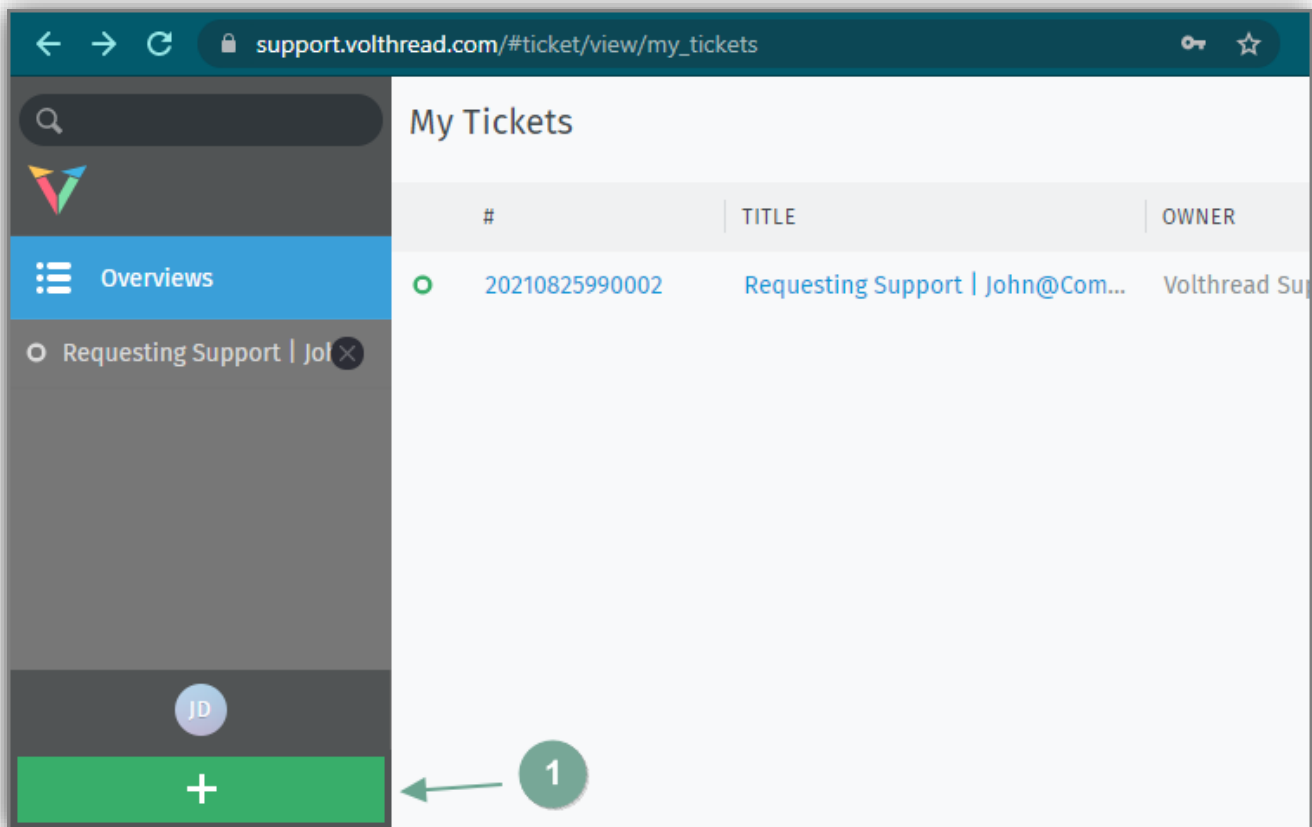


## How to Create an Efficient Support Request Ticket?

In order to create an effective **Support Request (SR)** on **Volthread Support System (VSS)**, attention should be paid to a descriptive content for the ticket. An explanatory ticket provides the our technical IT support team to understand your issue easily and this provide us to resolve your help request as fast as possible.

Please follow the below steps to create an efficient Volthread SR ticket:

1. Go to VSS home page: <https://support.volthread.com>
2. Login with your email and password information.
3. Click on “**Create New Ticket**” button. Take below screen capture as a reference.



4. Enter a title that summarizes the issue.
5. Having the following information in the SR ticket will enable the issue to be solved as quick as possible;
  - a. Explain how the issue occurs shortly
  - b. Steps how to “reproduce” the problematic case. Volthread Support Engineers should be able to reproduce the issue
  - c. Screenshots of the problematic issue and screenshots of the successful working scenario
  - d. Adding error or exception log to the SR and attaching the complete error stack trace log
  - e. POST/GET requests sent via Postman, SOAPUI or CURL for the WebService calls by including endpoint
  - f. Full endpoint address, URL/URI information for the requests made through the web browsers

**What can you do here?**

The way to communicate with us is this thing called "ticket". Here you can create one.

### New Ticket

**TITLE \***

New Requesting Support | John@Company

**TEXT \***

Hi,  
We are facing an issue;

// your problem details  
// short information about how your problem has been occurred  
// reproduce steps about your problem  
// screenshots and additional resources about your problem

**Runtime Error!**  
Description: Null Reference Exception. Please refer an attached screenshot and the report is attached to provide for the details.

```
[weblogic@... ~]$ telnet ...com.tr 443
Trying ...
Connected to ...
Escape character is '^['.
```

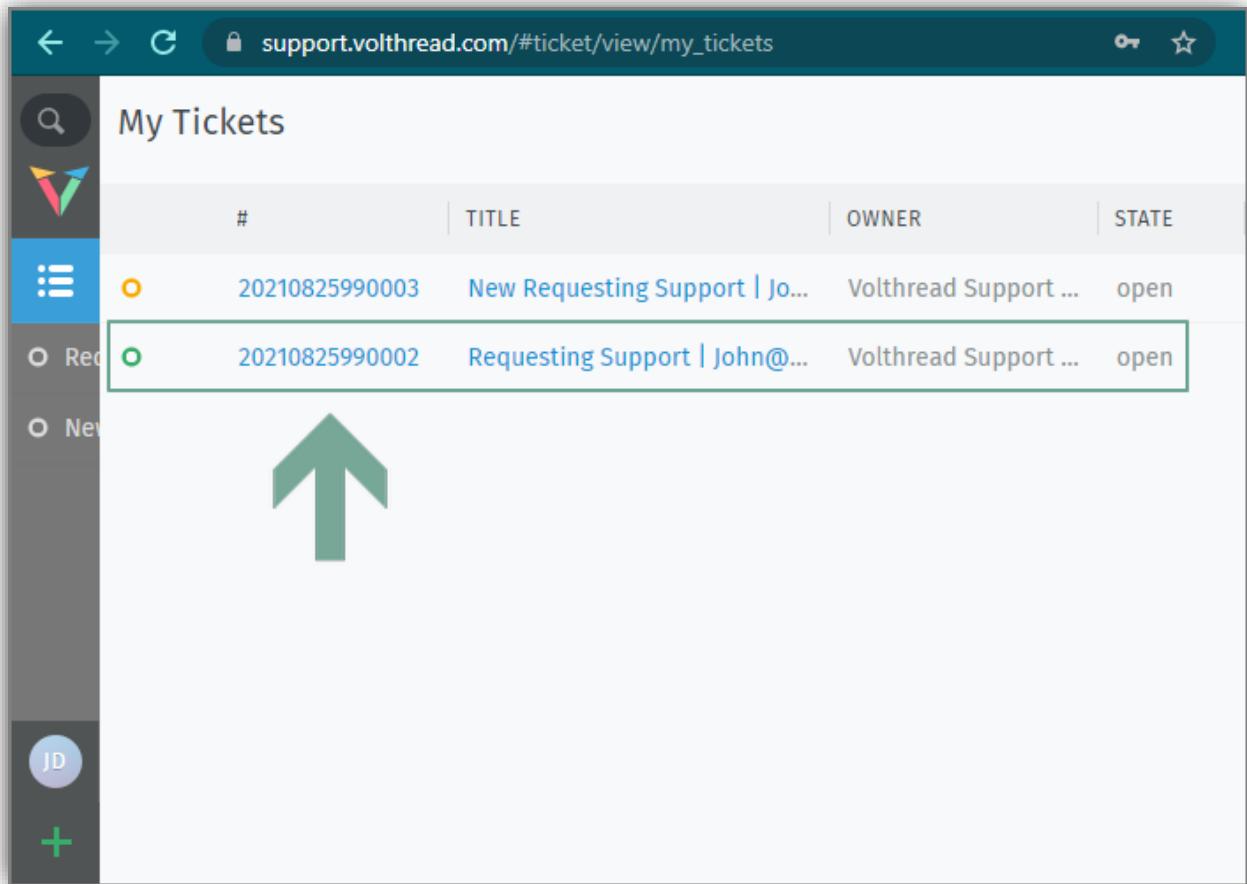
<Aug 16, 2021 11:55:06,138 AM EET> <Warning> <Socket> <BEA-000449> <Closing the socket, as no data read from it onxxx:64,320 during the configured idle timeout of 5 seconds.>  
weblogic.jdbc.extensions.PoolLimitsQLException: No resources currently available in pool xxx to allocate to applications, please increase the size of the pool and retry..  
at weblogic.jdbc.common.internal.JDBCUtil.wrapAndThrowResourceException(JDBCUtil.java:280)

Regards,  
[select attachment...](#)

**GROUP \*** Customers      **STATE** new

[Cancel & Go Back](#)      **Create**

6. After the ticket is created, it is available on “My Ticket” page. You can follow your SR’s status, update and provide additional information for your ticket or you can also close your ticket if it is resolved.



\* Contact to us for registering Volthread Support System and learn more about our enterprise solutions: <https://www.volthread.com/tr/contact>