



How to create a Support Package (EN)

Version: 3

Date: 20/08/2019

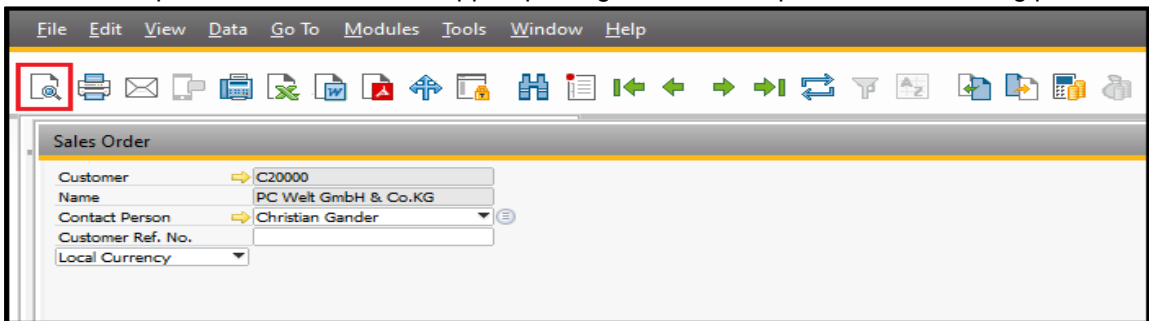
Creator: Ron Almogi

1. Issue description

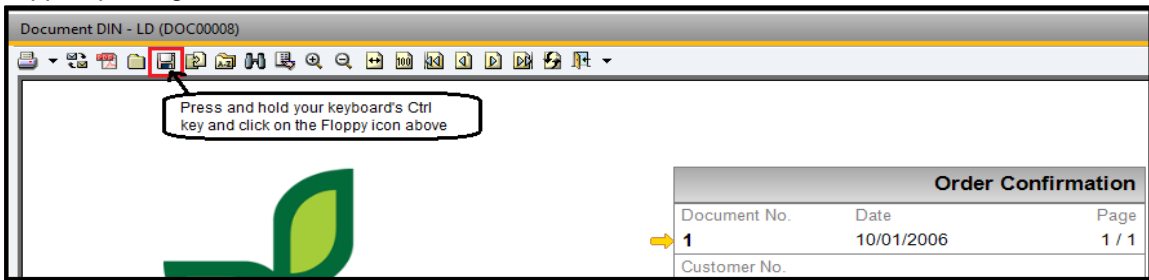
To assist the support team with troubleshooting layout issues, the actual layout and accompanying print/previewed data are required.

2. Solution

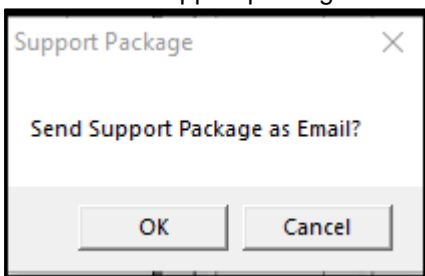
- Create a preview of the document/report where the issue can be observed (!! The issue must be visible in the preview, otherwise the support package does not help the troubleshooting process !!)



- Once the preview Window opens, press Ctrl & Save (Floppy) in the preview window to create a support package.



- The created support package is automatically attached to an email to support



- The actual support package is also automatically saved in the temp folder (%temp%\swald\mycompany\supportpackage)

