

Trouble Ticket Center

Your control panel comes with an integrated support center that allows you to communicate your problems to the technical support using a web browser.

Support



Ticket Center



New Trouble Ticket



Knowledge Base



Custom Jobs

- Sending Trouble Tickets
- Following up Trouble Tickets
- Closing Trouble Tickets
- Search Knowledge Base
- Monitor Custom Jobs

Sending Trouble Tickets

To report a problem, do the following:

1. Select *New Trouble Ticket* link under *Support* on the Desktop.
2. On the page that appears, compose the problem report:

Please describe the problem	
Title	<input type="text" value="Can't find downloaded file"/> +
E-Mail	<input type="text" value="sjones@hotmail.com"/> + <input type="checkbox"/> disable e-mail confirmation
Priority	Normal <input type="button" value="v"/>
Please describe the nature of the problem and how it can be repeated. Include as much information as you can, this will help solve your problem faster	
<input type="text" value="I am using Vista and downloaded a file from my FTP site. Now I can not locate the file anywhere."/> +	
Attachments	<input type="text" value="[Select the files to attach]"/>
<input type="button" value="Submit"/>	


- *Title*: the subject of your trouble ticket message.
- *E-mail*: the e-mail address that the reply and confirmation will be sent to.
- *Disable email confirmation*: check this box if you do not want to receive confirmation that your ticket has been successfully delivered.
- *Priority*: state how important or urgent it is for you to have this problem taken care of.
- *Question*: enter a question or describe your technical problem.
Important: when posting a trouble ticket, do not enter texts in HTML. Support system will not transform it into the plain text, but post it as it is. E.g: entering `<i>problem</i>` will show up in a trouble ticket only as `<i>problem</i>` which will make it difficult for TechSupport staff to read. Use it only when HTML tags are important.
- *Attachment*: when creating a new ticket, you can add attachments:








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1. Click the *Attachment* icon in the *Attachments* section. The pop-up window will appear:



2. In the pop-up window click *Browse* and select the file;
 3. Click *Upload*. The filename shows in the *Attachments* section.
3. Click *Submit*. Your ticket will be sent to the support group.

Alternatively, you can launch the trouble ticket composer from virtually any place in your control panel by clicking the  button:

Edit Domain		
	Domain name	demo242.psoft  
	Sub Domains	
	IP Address	192.168.116.246 (Shared IP) CHANGE to Dedicated IP
	Name Servers	ns2.demo242.psoft -> ns.demo242.psoft -> 192.168.116.242

If the information in the popup does not answer your question, we recommend you submit a Trouble Ticket.

Trouble Ticket Follow-Up

To see your trouble tickets and answers to them, do the following:

1. Select *Ticket Center* in the *Support* group.
2. In the list of the trouble tickets that shows, click the corresponding trouble ticket title.

Id	Title	Created	Last Mod	Type	Status	Close
878	Adding new user to folder	Dec 17, 2007 12:02:29 PM	Dec 17, 2007 12:21:46 PM	Generic	Reopen	Close
845	Transfer process 109 error: Error processing transfer process with id 109	Nov 3, 2007 9:56:44 AM	Nov 3, 2007 11:04:39 AM	Account Preview	Closed	Close
836	Can't delete folder in user url	Oct 31, 2007 11:21:33 AM	Oct 31, 2007 11:27:21 AM	Generic	Closed	Close

Note: click column headers to sort your trouble tickets

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3. Enter a follow-up trouble ticket in the box that appears:

Ticket:problem with email (Jun 21, 2004 2:23:59 AM)		<input type="button" value="Close"/>
E-Mail	<input type="text" value="admin@example.com"/> + <input checked="" type="checkbox"/> disable e-mail confirmation	<input type="button" value="Change"/>
<i>[Jun 21, 2004 2:23:59 AM]</i>		
Q: <i>Hello, Some of my customers didn't receive email invoice notifications yesterday. Could you please explain what the problem is?</i>		
Add New Message:		
<input type="text" value="Hello,

I would also like to know how to turn off automatic sending online invoices."/>		
<input type="button" value="Submit"/>		

4. Click *Submit*.

Closing Trouble Tickets

When you have received an answer to your ticket and don't have any further questions, you can close it. There are two options:

- Select *Ticket Center* in the *Support* group. In the list of tickets, click the *Close* link on the right.
- Open a trouble ticket and when answered, click the *Close* button in the right upper corner.

Knowledge Base

To search for an answer in the Knowledge Base, do the following:

1. Select *Knowledge Base* under *Support* on the Desktop.
2. Enter *Keyword* in Search, choose *Category* then click on SEARCH.

Knowledgebase: General Q&A		
Search	<input type="text" value="sub-account"/>	Category <input type="text" value="Any"/> <input type="button" value="Search"/>
<hr/>		
<ol style="list-style-type: none">1. Where do I reset or change my users sub-account passwords? [Login IDs/Passwords]2. How do I delete an FTP user/Sub-Account, user ID and password? [Sub-Accounts]3. How do I create an FTP user/Sub-Account, user ID and password? [Sub-Accounts]4. I have deleted an FTP Sub-Account under... the FTP site. Why wasn't it deleted? [Sub-Accounts]		
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