

Getting Help



Introduction to Obtaining Technical Support

When seeking assistance with our software, it is extremely important that you provide enough information to allow us to understand, and potentially recreate the problem. Trying to remotely diagnose a problem is extremely difficult, particularly when we may not be able to access your original data. Please be patient, and try and provide as much information as possible. To assist in the process, please read the following section prior to submitting any support ticket. Please remember to be courteous, and most of all, please let us know if we managed to assist you.

Our support portal provides a dedicated issue management system. Whether you sign in to our support portal or send an email to our support email address, the result is the same. A new issue will be created in our database and a notification is sent to our software engineers. You will automatically receive an email notifying you of the unique reference number. If you choose to respond to our queries via email, please ensure you do not change the subject line. This means that the issue progress can be tracked in our database.

Prior to submitting an issue, please open the 'About' window (as shown in Figure 1, this can be found by selecting Help » About from the menu) and identify the following:

- Software Version and Build
- Platform Information
- Licence or Dongle ID

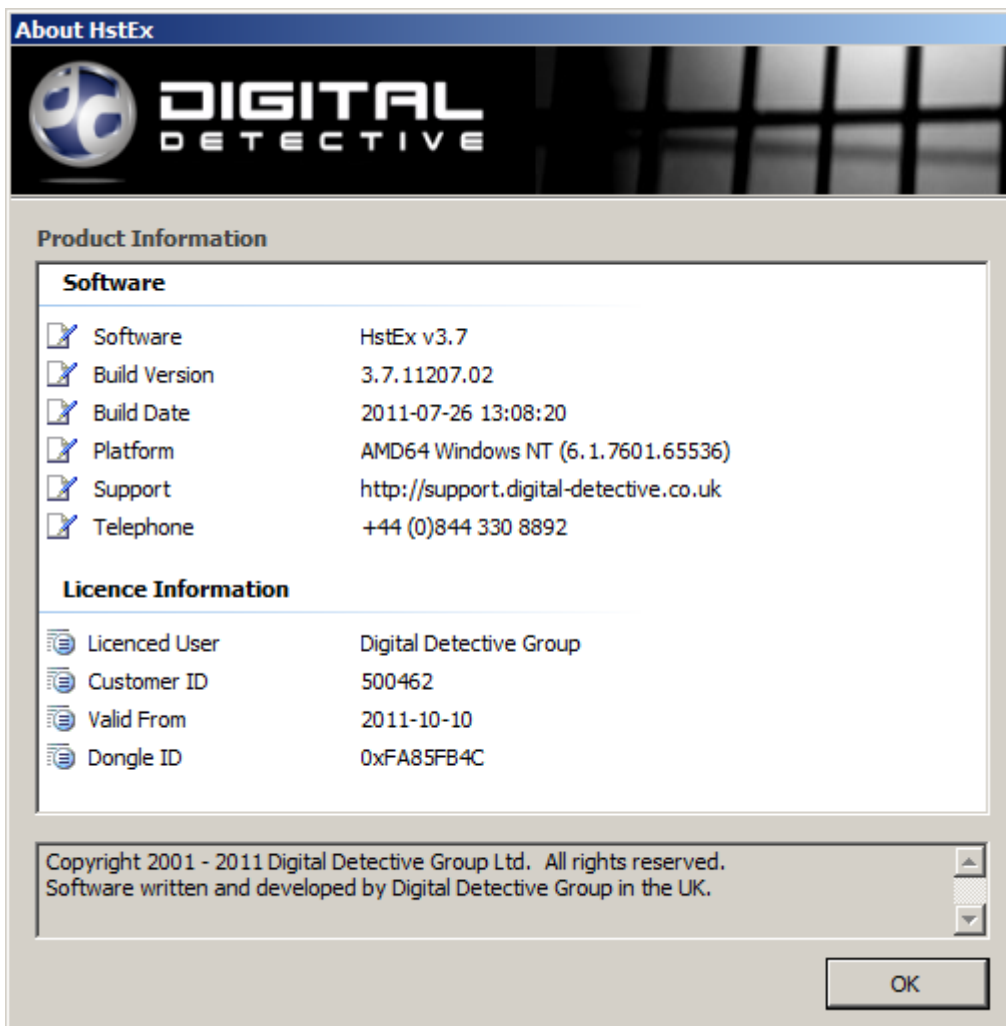


Figure 1

Submitting a Bug Report

The aim of a bug report is to enable a software engineer to identify a specific issue with the software and to establish what needs to be done to rectify the issue. To enable them to do this, you must provide careful and detailed instructions on how to make the software fail. If they cannot replicate your issue, they will try to gather extra information until they know the cause. If they can't make it fail, they will have to ask you to gather that information for them.

Please remember, your hardware/software setup may be completely different from our test environments and the way you use our software may also be completely different. Other software products that have been incorrectly installed by the installation/setup programme can also have a detrimental effect on our software. We use a number of shared Microsoft libraries, which if incorrectly installed or changed by another product, can cause issues. These errors are extremely difficult to track down, so please be patient. We will try everything we can to get our software working within your environment.

Background Information

There are three elements to a bug report:

- What you did;
- What you wanted to happen;
- What actually happened.

The most important element will be if you can provide step by step instructions to recreate the issue. This will allow us to recreate the bug, and we will be in a much better position to rectify the problem and fix it in a future release. Use screen shots if you can; these will help the engineer to understand what you are trying to explain. Data and screenshots can be uploaded and attached to the issue in the web support portal. Getting access to the data causing the issue is also extremely important. This is sometimes the only way to recreate a problem.

Single line submissions such as "It won't work" do not provide us with any useful information and will not allow an engineer to diagnose the problem. This will not help you in trying to get the software to work and the problem resolved as quickly as possible.

Check Version History

Prior to submitting a bug report or request, please review the release history for the software. This could save you time by checking to see if the issue you have has already been identified and resolved. Please also ensure you are using the latest release of our software.

If you have encountered two bugs that don't appear to be related, create a new bug report for each one. This makes it easier for different people to help with the different bugs.

The software version history and release notes can be found in our knowledge base at:

- [NetAnalysis Release Notes](#)
- [HstEx Release Notes](#)
- [Blade Release Notes](#)

Mandatory Information

There are a number of things that we will need from you to effectively deal with your issue. They are as follows:

Mandatory Requirements
Licence ID or USB Dongle ID
Software Version and Build Numbers
Operating System Version Information with Service Pack and Architecture Information (32/64 bit)

Table 1

NetAnalysis Error Log

If NetAnalysis encounters an error, it will write out an error log to assist with identifying the problem. The error log can be found by selecting Help » Error Reporting from the main menu. A window will open (as shown in Figure 2) showing any error log files. Please

attach these logs when submitting a report.

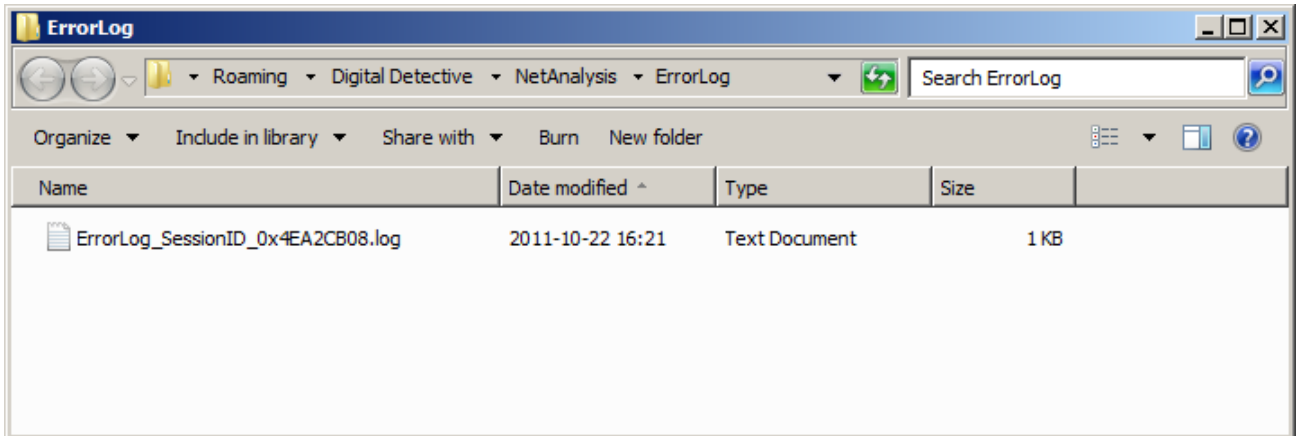


Figure 2

If you encounter a problem with HstEx or Blade, please also submit the recovery and validation logs.

Submitting an Issue

Our support portal provides a way to submit technical support requests or bug reports. Figure 3 shows the submission screen from our support system.

A screenshot of a web form titled "Please enter the details for your Issue". The form contains several input fields: "Abstract" with the text "Add NetAnalysis licence to Blade USB dongle"; "Product" with a dropdown menu showing "NetAnalysis v1.50"; "Platform" with a dropdown menu showing "Windows 7 64"; "Licence ID" (empty); and "Dongle ID" with the text "0xAB12CD34". Below these is a "Description" section with a rich text editor toolbar (Font, Size, Bold, Italic, Underline, Text Color) and a text area containing the message: "Hi

I have a NetAnalysis licence key file and a Blade Professional USB dongle. Is it possible to have the licence key file transferred onto the USB dongle?

Thanks
Vic". At the bottom left is an "Attach File" button. At the bottom right are "Submit" and "Cancel" buttons.

Figure 3

Figure 4 shows the submitted issue with corresponding Issue ID.

The screenshot shows the Digital Detective Support Portal interface. At the top left is the Digital Detective logo. At the top right, it says "Support Portal". Below the header is a navigation bar with a lock icon and the text "Log In to Create / Manage / Update & Review Support Tickets".

Under the "Issues" section, there are three buttons: "New Issue", "Account Info", and "Log Off". To the right, there is a "Show:" dropdown menu currently set to "All Issues".

A confirmation message reads: "*** Issue 111024-03178 has been submitted ***".

ID	Abstract	Status	Created	Updated
111024-03178	Add NetAnalysis licence to Blade USB dongle	New	24/10/2011	24/10/2011

At the bottom right of the page is the Digital Detective logo.

Figure 4

Once the issue has been submitted, you will receive a confirmation e-mail with a unique reference number. You can either respond to the submission via e-mail, or click in on the hyperlink (as shown in Figure 5) to take you back into the support system.

The screenshot shows an email notification from the Digital Detective Group Support Team. The header is "Digital Detective Group - Support Team Notification".

Reference: # 120120-03234

Subject: Where can I access a previous version of NetAnalysis for a court case?

This is an automated response from the Digital Detective Support Team. We have received your submission and have assigned it with the reference number: 120120-03234. A member of our support team will contact you regarding this matter as soon as possible.

If you need to update this ticket, please respond to this email or login to our support portal Issue ID: # [120120-03234](#). Please ensure you do not change the subject line of the message. Please note, we are based in the United Kingdom. Our support team are available during normal business hours. Please check our [Knowledge Base](#) for answers to common support queries.

At the bottom, there is a "Message Details" link.

Figure 5

You can log in to the system at any time to review the response or add additional information and attachments.