Logging Tickets on the Syspro Support Portal

This guide explains how Syspro customers and partners can log support tickets through the Syspro Support Portal. Read on to understand:

- Support Portal Access Requirements
- Checks Before Logging a Ticket
- How to Submit a Ticket
- What to Expect after Submission of a Ticket

Background

Syspro's Support Portal is available to Syspro Customers, Partners, and Staff. Use of the Support Portal requires a Syspro Online Profile to be able to login. If you do not already have a Syspro Online Profile, you can register for one using the URL below. https://profiles.syspro.com/Account/Registration

After registering there is an approval process, so access may not be granted immediately, as checks will need to be performed against the request.

Syspro's Support Portal is accessed using the following URL: https://support.syspro.com/en/support/home

There are several ways that you may have purchased the use of Syspro.

- You have purchased the use of Syspro and have it installed in your own environment. This is referred to as **On Premise**.
- You have purchased the use of Syspro, and Syspro is hosting it for you in their Microsoft Azure environment. This is known as **Private Hosting**.
- You have not purchased the use of Syspro but are paying a subscription to use it in Syspro's Azure environment. This is known as **Cloud ERP Hosting**.

If you require help with the Syspro product you should create a **Product Support** ticket. However, if you need help with your Private Hosting environment (as opposed to the Syspro software), you should create a **Private Hosting** ticket. The same is true with your Cloud ERP Hosting environment, where you would create a **Cloud ERP Hosting** ticket.

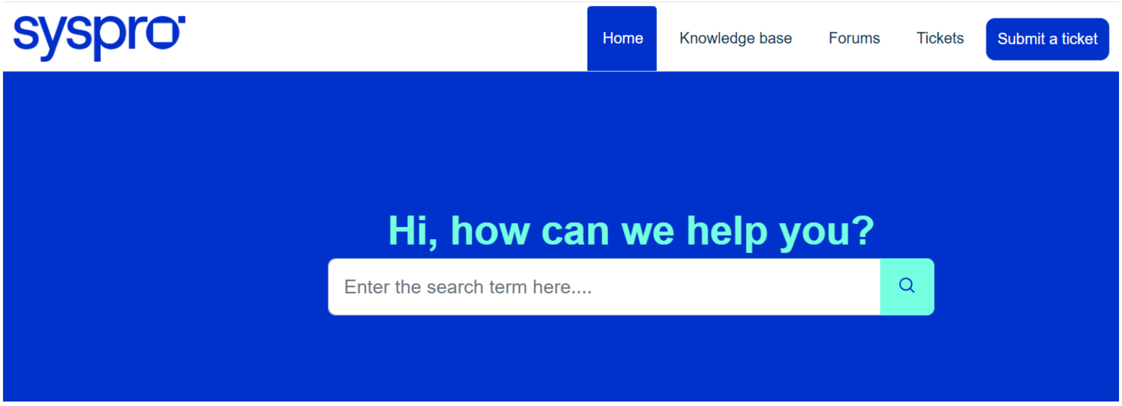
However, if you are experiencing a problem with your hosted environment, and this is hosted by someone other than Syspro, you should contact the organization hosting Syspro on your behalf.

Available Resources

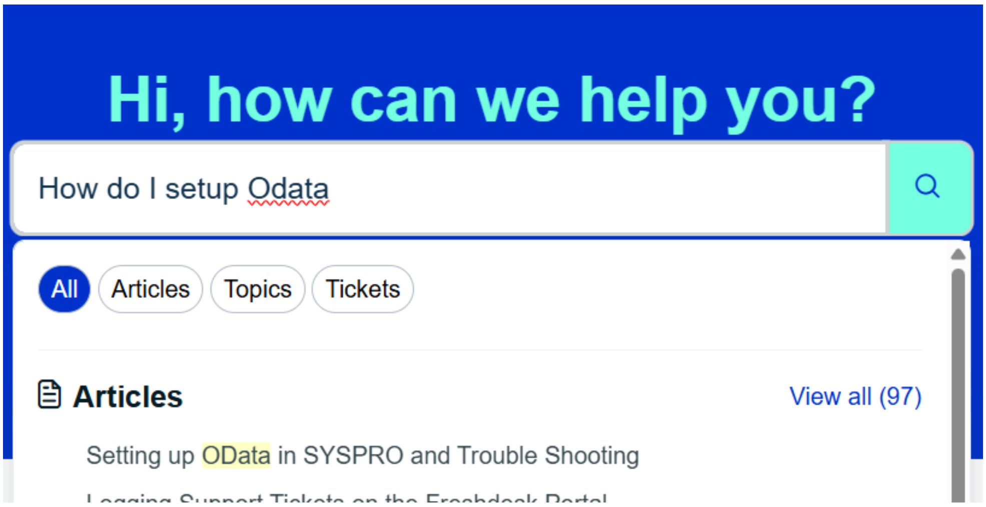
Before submitting a **Product Support** ticket, we recommend checking to see if the issue is covered by one of Syspro's other resources, such as Syspro's Help, the Knowledge Base, the Customer Portal, the Developer Hub, or the Syspro Forums. Below are links to each of these resources:

- Syspro Help (version specific, accessible by pressing the **F1** key within Syspro) - https://help.syspro.com/syspro-8-2025/home.htm
- Customer Portal - https://customers.syspro.com
- Developer Portal - https://developer.syspro.com
- Syspro Forums - https://support.syspro.com/en/support/discussions

You can search the **Knowledge Base** from the highlighted section of the Support Portal home page in the image below.



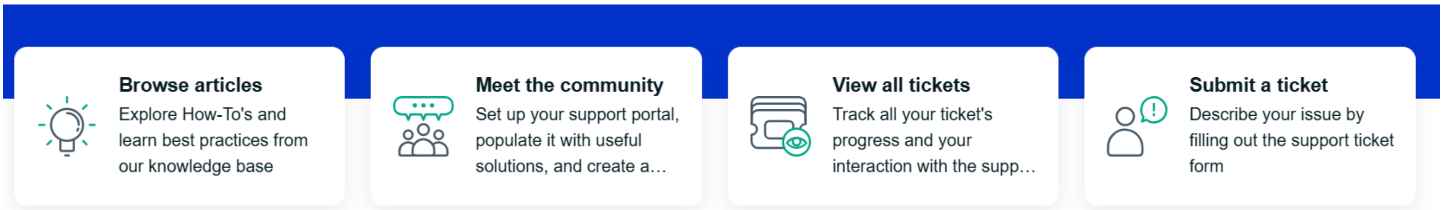
Here is an example of what is returned when looking for information regarding **OData**.



Submitting a ticket

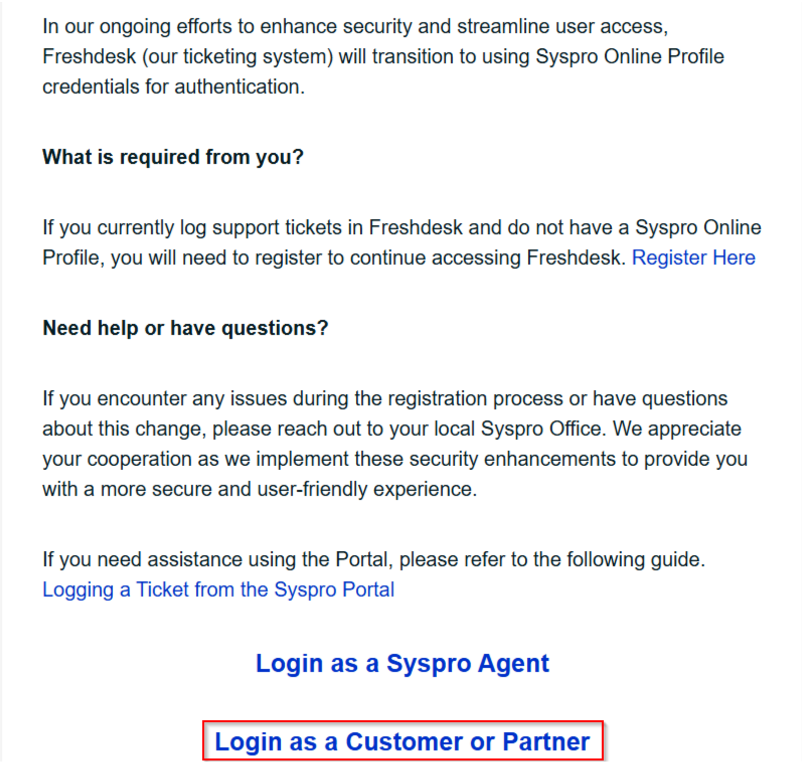
If there is no article covering your issue, on the same page there is a button on the toolbar to **Submit a ticket**.

There is also a **Submit a ticket** tile on the main part of the page.



Alternatively, you can go straight to the ticket logging page using this URL.
https://support.syspro.com/en/support/tickets/new

In all cases, if this is the first time that you have been to the portal today you will be requested to login to the portal. When prompted, you should use the **Login as a Customer or Partner** option and provide your credentials when prompted.



In our ongoing efforts to enhance security and streamline user access, Freshdesk (our ticketing system) will transition to using Syspro Online Profile credentials for authentication.

What is required from you?

If you currently log support tickets in Freshdesk and do not have a Syspro Online Profile, you will need to register to continue accessing Freshdesk. Register Here

Need help or have questions?

If you encounter any issues during the registration process or have questions about this change, please reach out to your local Syspro Office. We appreciate your cooperation as we implement these security enhancements to provide you with a more secure and user-friendly experience.

If you need assistance using the Portal, please refer to the following guide.
Logging a Ticket from the Syspro Portal

Login as a Syspro Agent

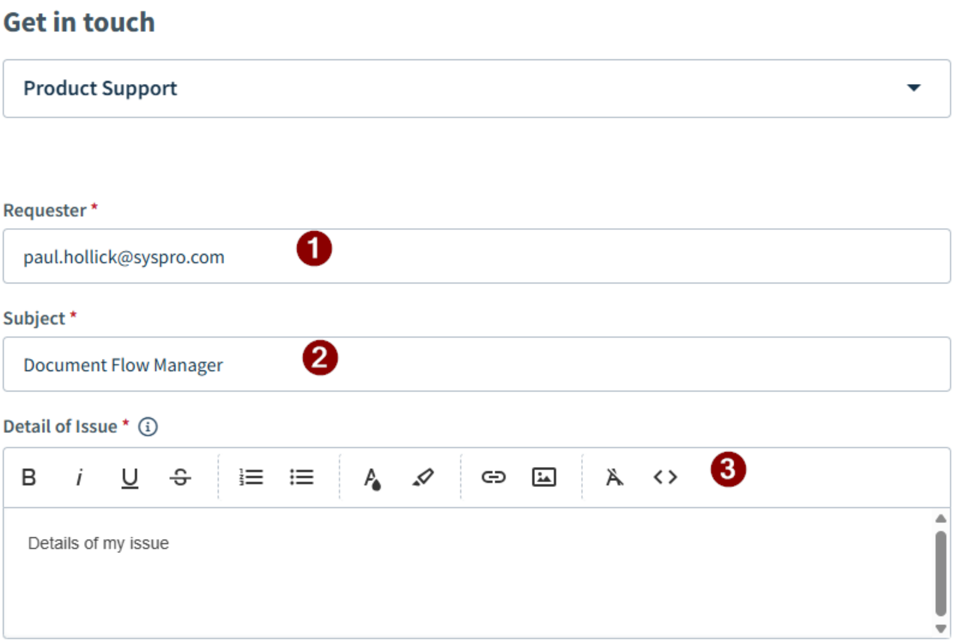
Login as a Customer or Partner

Submit a Product Support Ticket

On the **Submit a ticket** page, the first question that you are asked is **What brings you here?** so that we know what type of ticket you want to create. The options are:

- Cloud ERP Hosting
- Compliance
- Private Hosting
- Product Suggestions
- Product Support
- Training and Education (Syspro LearnIt)

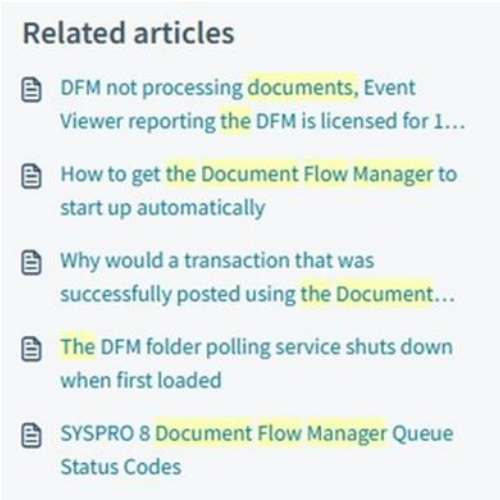
You will be selecting **Product Support** to log a product support ticket (which is for logging issues with the Syspro product or the components around it). After selecting this, the first part of the screen will resemble the one below.



1. After selecting the **Product Support** option, the **Requester** prompt is displayed, and this will default to the email address of the person that logged into the portal. If you are a Syspro customer, you will then be prompted to enter the **Subject** that you need help with.

   However, if you are a Syspro Partner (so could be logging this product support ticket on behalf of yourself or a customer) after the **Requester** you will be prompted to select a **Company**. The **Company** dropdown list contains your Partner name, and the customers linked to this Partner account. Select the name of the company that you are logging this ticket on behalf of (which could be your own company, or one that you support). You will then be prompted to enter the **Subject** that you need help with.

2. The **Subject** field should contain a short meaningful description of the issue. As you are adding text to the subject field, Support will suggest articles under the **Related articles** section that might assist you. For example, when the subject field contained **Document Flow Manager**, the following suggestions appeared under the **Related articles** section on the right of the screen.

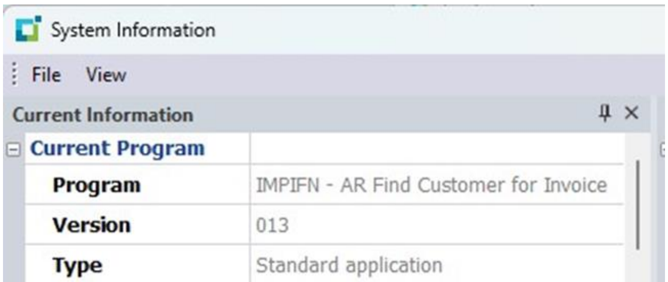


3. The **Detail of issue** field should contain detail of the issue. Providing the right amount of detail can reduce the time to resolution, as it will negate the requirement to ask for clarification or request more information. You should also only include a single issue per ticket (because if multiple issues appear on a ticket they would only be looked at sequentially, so only after the first issue was resolved would the second issue be looked at, which is why we do not allow this). If you have included two issues on the ticket we will request that the second (and subsequent issues) are logged on separate tickets.

   Other items you should consider including these on the ticket are:

- The version of the operating system
- The version of SQL Server
- Any third-party products that are using the same database, and how they integrate with it (such as business objects or direct SQL calls)
- When did the issue start occurring, and what changed on the system around the same time (Microsoft updates, hotfixes, network changes)
- Are there any log files to accompany the ticket?
- Is this issue being experienced by a single operator/role, or by everyone? If it is not by everyone, if the operator experiencing the issue goes to another workstation does the issue still occur (so is it specific to the operator, or the workstation)?
- What steps have you taken to troubleshoot the issue, and what was the outcome? This prevents us spending time performing the same tests.
- If you have a test environment, are you able to duplicate the issue there?
- Have you discovered any workarounds during this?
- If the issue being reported relates to printing, you should include information regarding which product is being used for printing, and how that product is configured. For example, prior to Syspro 8 2025, printing would be handled by Crystal Reports, but from Syspro 8 2025 this could be Crystal Reports or Wyn. The Wyn product is Server-side printing only, but if it is Crystal Reports the type of printing in use can be important (Client-side using XML, Client-side using SQL, or Server-side using SQL). If you are not sure which is in use, this is configured within the **Setup Options** of Syspro (see the image below).

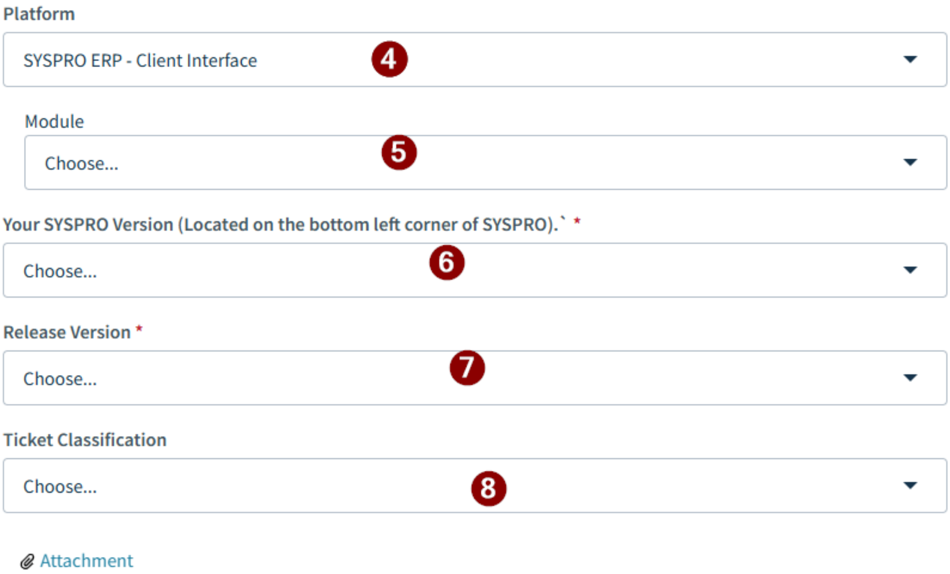
- If the issue relates to a specific program, please include the program name and version number. This can be found by using the **Shift + F7** shortcut keys from within the program. It calls up the **System Information** screen that contains the program name, description and version number.



- If an error message is displayed when processing, include a screen image of this message. Some messages include a link to show more detailed information (and the ability to copy this detailed information), click on this link and include this information, as this helps narrow down the issue. Other messages will supply the filename and location of an output log file. Attach a copy of this log file to the ticket.
- If the issue relates to a business object, the business object name, version number, the XML supplied to the business object, and the output from the business object can help narrow it down. If you are unsure how to find the business object version, more information on how to do this is available from the following Knowledge Base article:

  https://syspro.canto.global/direct/document/mmqfimellt4ib6ffmhtrkm7f22/61DBSbAHc4kBy2FLABUKX01 6krc/original?content-type=application%2Fpdf&name=How_to_find_a_business_object_version.pdf

Below the Detail of Issue field, the screen resembles the following:



4. The **Platform** field consists of the following options:

- ➔ SYSPRO ERP – Client Interface
- ➔ SYSPRO ERP – Web UI/Avanti
- ➔ Additional Products
- ➔ Cadacus
- ➔ Datascope
- ➔ DataSwitch
- ➔ SYSPRO Additional Services/Components
- ➔ SYSPRO Mobile Warehouse (RiteScan)
- ➔ SYSPRO MOM (Manufacturing Operations Management)
- ➔ SYSPRO Partner Products (ISV)
- ➔ SYSPRO Point of Sale (POS)
- ➔ SYSPRO TimeTrack (RiteTime)

Notes:

The Additional Products contains a list of all regional product offerings including Credit Card Interface, EFT Nacha Conversion, Sales Tax Interface, Orchard, Equator, SYSPRO UK Making Tax Digital, etc.

First line support queries for SYSPRO Partner ISV products should always be directed to the ISV provider unless implemented directly by Syspro (i.e. Automail, Bartender, and Translution for Syspro UK).

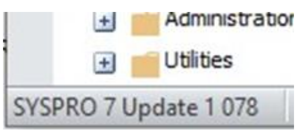
5. The content of the dropdown list against the **Module** field is dependent on what was selected against the **Platform** field. For example:
If **SYSPRO ERP – Client Interface** was selected against the Platform field, the dropdown list against the Module field contains a list of the SYSPRO modules.
If **DataSwitch** was selected against the Platform field, the dropdown list against the Module field would contain the options DataSwitch 8 v5.0, DataSwitch 8 v4.1, and DataSwitch 7.
If **SYSPRO Partner Products (ISV)** was selected against the Platform field, the dropdown list against the Module field would contain Advanced Integration/UniPoint, AutoMail, Bartender, CADLink, etc.

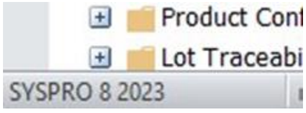
Depending on which Platform/Module combination is selected, there may be an additional Program Description field with its own dropdown list.

6. This is followed by the **Your Syspro Version (Located on the bottom left corner of Syspro)** prompt, and the available options are:

- ➔ Syspro 8
- ➔ Syspro 7
- ➔ Syspro 6.0/6.1
- ➔ Encore 5.0
- ➔ Encore 4
- ➔ Encore/Award 3.2
- ➔ Not using SYSPRO

The **Syspro Version** appears at the bottom left of your Syspro screen. Below are examples from Syspro 7 and Syspro 8.





Note that all versions of Award and Encore, as well as Syspro 6.0, Syspro 6.1, Syspro 7 and Syspro 7 Update 1 are retired products. This means that Syspro may be able to help with advice on issues that you have, but will not be producing program fixes for these versions. Some of the Syspro 8 Releases will also not have hotfixes produced for them. The **Product Lifecycle** information in the latest Syspro Help will show which Releases may have hotfixes produced for them. These are the ones marked as **Mainstream**.
https://help.syspro.com/syspro-8-2025/i-installation/articles/syspro-product-lifecycle/syspro-product-lifecycle.htm

The **Not using SYSPRO** option is because some of the items listed above do not interact with SYSPRO, so do not need SYSPRO to be installed.

7. The **Release Version** field has a dropdown list of all the Syspro 8 Releases, plus the options called **Legacy/Other**, and **Not using SYSPRO**. If you have chosen Syspro 8 against the **Your Syspro Version** option, you should select the appropriate Syspro 8 release. However, if you have chosen any of the other versions of Award, Encore or Syspro, you should choose the **Legacy/Other** option. For example, using the first image above you would choose **Syspro 7** for the **Syspro Version**, and **Legacy/Other** for the **Release Version**. Using the second image you should choose **Syspro 8** for the **Syspro Version** and **Syspro 8 2023** for the **Release Version**.

8. The next option is the **Ticket Classification**, and you can select from 1 (most urgent) to 5 (least urgent). The following descriptions should assist you in selecting the appropriate classification:

   1 – Critical Issue (Impairs the business to the extent that the business can no longer transact)
   2 – Serious Issue (Impairs a business process where a workaround may assist but requires a fix ASAP)
   3 – Moderate Issue – Workaround is available, and the impact is low to the business and can wait for a fix
   4 – Cosmetic Problem
   5 – Usability issue

   Choose the option that most closely matches how urgent the issue is for your organization. When the ticket is being worked on by the Syspro Analyst, and they have had the opportunity to assess the issue, they will update another field with the internal version of this classification.

You can also upload one or more attachments to the ticket. When this option is selected a window is opened that enables you to select the file(s) to upload. These attachments can be screen images and/or log files.

Click on the **Submit** button at the bottom of the screen to complete the ticket submission process. You will receive an automated mail confirming the **Ticket Reference** number and your ticket will then be assigned to the most suitable Analyst who will respond in accordance with the SLA.

You can update tickets and manage any outstanding support tickets via the support portal.

How to escalate a Product Support Ticket

You can request an update on any of your outstanding tickets by posting on it in the Syspro Support Portal.

If you need to escalate the ticket at a later point, you can update **Escalate Ticket** field to **Yes** against the ticket, then select an **Escalation Reason** using the dropdown list. Click on the Update button when you have finished.

The Analysts will engage the relevant Team Leads and Managers, where appropriate.

Region of Customer Licence Holder	Days	Time Zone	Business Hours	Phone Number
Syspro Africa	Monday to Friday	GMT +2	07:00 - 16:30	+ 27 461 1000
Syspro Europe	Monday to Friday	GMT/BST	09:00 - 17:30	+ 44 161 876 4498
Syspro Asia and Australia	Monday to Friday	GMT +10 (Sydney)	09:00 - 18:00	+61 2 9870 5555
Syspro Americas	Monday to Friday	GMT - 7 (Pacific)	06:00 - 17:00	(800) 369-8649 / (714) 437-1000 (USA) / 1-844-847-9700 (Canada)

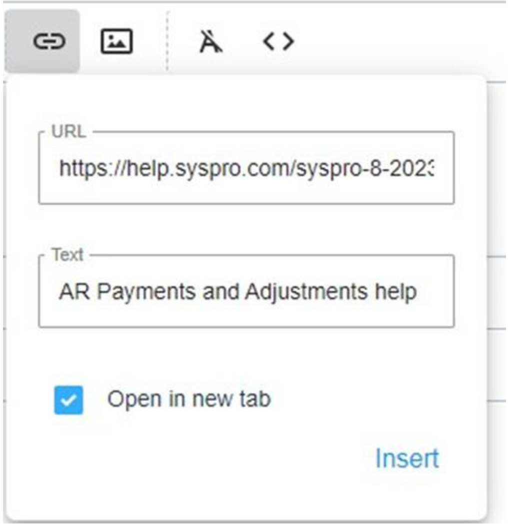
Addendum: Additional Formatting options

When completing the **Detail of issue** section, there is a toolbar that enables you to add formatting to the information being provided, as well as uploading images and links.

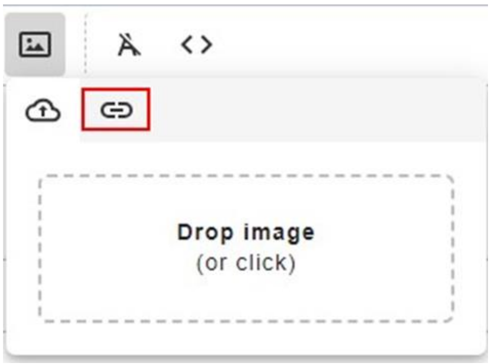
The first four items are to make the text bold, italic, underlined, or struck through. The next two options are to have an ordered list (where the order of the items is important) and an unordered list (which will use bullet points, and the sequence does not matter).

This is followed by the options to set the text color and the background color.

The next option is to add a **URL**, for example to the Help that shows where you saw specific information, or a website that mentions an error message. You can provide the URL, and optionally text for this. If you just provide the **URL** the address will appear in the text. If you provide the **URL** and **Text**, the text will appear on the screen, and it will be a hyperlink to the URL.



The **Insert Image** option enables you to upload an image from a URL using the option highlighted in the image below, or by dragging an image and dropping it onto the space provided. This image will appear in the **Detail of issue or query** section.

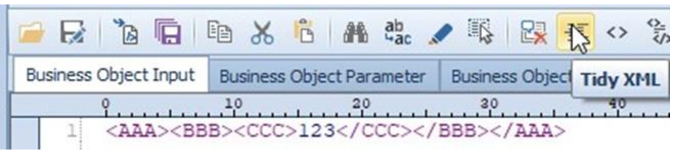


The next option will remove the formatting from the text highlighted within the **Detail of issue of query** section.

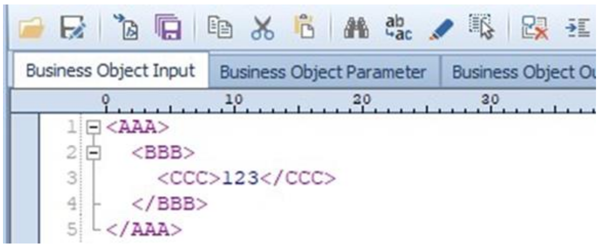
The final option is **Code Snippet**, which is used for providing code that is easier to read. You could just copy your VBScript code or XML into the Detail of issue or query section as text, but if you highlight it with the **Code Snippet** option it makes it much easier to read for the person that is looking at this issue (as per the image below).

A related suggestion for XML is to first paste your XML into the Notepad++ utility. This has a Plugin called **Pretty Print** (under **XML Tools** menu option) that indents each level using a Tab character. If you do this first, then copy this and paste it into the **Detail of issue or query** section, highlight it and select **Code Snippet**, the XML will be much easier to follow for the person who must look at this issue.

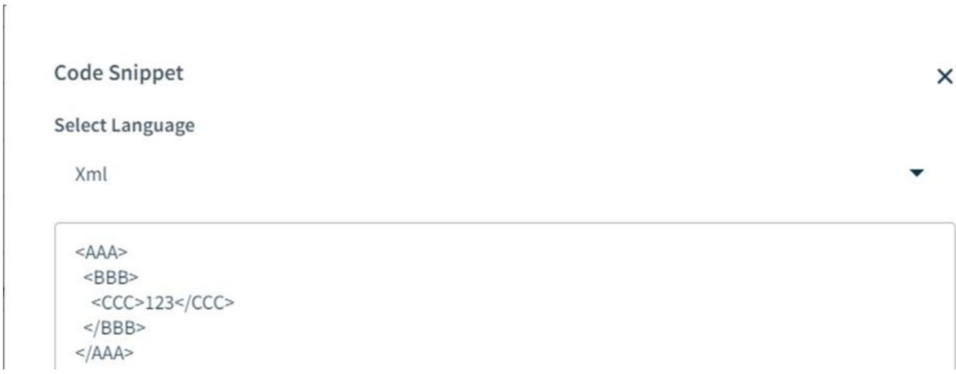
A similar function is available within the **e.net Diagnostics** utility called **Tidy XML**.



This indents each XML node by two space characters.



When you select the **Code Snippet** option you can specify what type of code it is, using the **Select Language** option. In the example below **XML** has been chosen.



And this is how the code snippet will appear (with a background color and monospaced type).

```
<AAA>
  <BBB>
    <CCC>123</CCC>
  </BBB>
```