

Information needed within a newly opened ticket

Table of Contents

- [Overview](#)
 - [as an attachment:](#)
- [Additional Information Needed based on Situation](#)
 - [High load / high memory usage](#)
 - [Communication link error](#)
 - [Database issue](#)
 - [Login issue](#)
 - [Auth issue](#)
 - [UI issue](#)
 - [API issues](#)

Overview

This document list the information needed for most common problems when creating a new ticket.
In some cases support needs more information which is not listed here because of the unknown nature of the problem.

Information for Mobile Apps can be found here: [Mobile Apps](#)

as an attachment:

OX App Suite (Middleware or UI):

- oxsysreport
[/opt/open-xchange/sbin/oxsysreport](#)
- test account(s)

Dovecot Pro:

- dovecot logs
- [doveconf -n](#)
please also include .ext files and other files included in the configuration, but feel free to remove any passwords and sensitive information.
- [/usr/bin/dovecot-package-list-deps.sh](#)
- crashes: core dump, if a crash occurred. The trace should have as much information as possible, so for e.g. the "gdb" debugger use "bt full" and if possible, install dovecot debug packages.
- `ps auxww|grep dovecot`

OX PowerDNS:

- powerdns logs
- 'dig' output for any failing query
- crashes: core dump

Additional Information Needed based on Situation

	OX App Suite	Dovecot Pro	OX PowerDNS
--	--------------	-------------	-------------

High load / high memory usage	<ul style="list-style-type: none"> monitoring data of the affected servers (graphs) at least day and week (from the affected system before restart!) high load oxsysreport with thread dumps run command: <code>/opt/open-xchange/sbin/oxsysreport --thread-dump true --exclude-old-logs 2</code> high memory use: oxsysreport with heap + thread dump run command: <code>/opt/open-xchange/sbin/oxsysreport --thread-dump true --heap-dump true</code> 	<ul style="list-style-type: none"> run command: <code>strace -tt -s 100 -p <pid of high CPU load process></code> and paste the output to OTRS ticket 	<ul style="list-style-type: none"> Hostname in our private metrics server, and/or Graphs from customer-internal system
Communication link error	<ul style="list-style-type: none"> check the network and the server mentioned at the beginning of the stack trace with Dovecot: add Dovecot logs with Database: see next section 		<ul style="list-style-type: none"> recursor trace logs (rec_control trace-regex or – trace config setting) for failing lookup
Database issue	<ul style="list-style-type: none"> include general oxsysreport DB slow logs from the time the issue first occurred run the following <code>show global status</code> <code>show processlist</code> <code>show engine innodb status/G</code> monitoring data of the affected servers (graphs) - at least day and week 		<ul style="list-style-type: none"> as for Appsuite, except for oxsysreport
Login issue	<ul style="list-style-type: none"> exact date and time apache logs from the time frame general information and oxsysreport (network traces and sniffs to watch and monitor the network traffic of specific services.) test account to reproduce the issue 	<ul style="list-style-type: none"> Dovecot logs in verbose mode if possible, reproduce the issue with <code>auth_debug=yes</code> enabled please make sure .ext configuration files of passdb and userdb blocks are included with the provided configuration. 	<ul style="list-style-type: none"> webapp logs
Auth issue	<ul style="list-style-type: none"> OX general information and oxsysreport OX Login is working but not Dovecot check OX logs, in case of error regarding password change Dovecot logs in verbose mode 	<ul style="list-style-type: none"> Dovecot logs in verbose mode if possible, reproduce the issue with <code>auth_debug=yes</code> enabled please make sure .ext configuration files of passdb and userdb blocks are included with the provided configuration. 	<ul style="list-style-type: none"> webapp logs
UI issue	<ul style="list-style-type: none"> test account to reproduce the issue general information and oxsysreport browser type with version number screenshots showing the problem check JavaScript console and provide additional errors or attach har-file check the network tab if request fails, timeout or simply take to long 		<ul style="list-style-type: none"> as for Appsuite, except for oxsysreport
API issues	<ul style="list-style-type: none"> show full request and response (tcpdump on port 8009) general information and oxsysreport 		<ul style="list-style-type: none"> show full request and response describe how seen behavior differs from expected behavior

