# Request Muhasib Support

## How to Request Muhasib Support in Muhasib ERP

## Overview

This guide will help you provide enough sanitized context for Muhasib support to investigate an issue efficiently.

Muhasib advances to the next allowed lifecycle state or preserves the current state for safe diagnosis; the verification section identifies the expected result.

## Who can do this

You need access to Use requires the rights and business authority described by the workflow. Database, licence, user, company, or system changes require the responsible administrator.

## Before you start

Reproduce the issue only when safe. Do not repeat financial, inventory, tax, synchronization, restore, or licence-transfer actions merely to capture evidence.

> Before saving, check that the correct company is open and that you have permission to complete this task.

## Where to find it

Follow the launch, wizard, login, company-selection, Back Office, or power path described in the procedure; the available starting screen depends on current installation state.

# Request Muhasib Support

## Step 1: Open the supported Request Support workflow

## Step 2: Enter a concise outcome-based subject

## Step 3: Describe the steps, expected result, actual result, and business impact

## Step 4: Attach only approved sanitized screenshots or logs

## Step 5: Remove passwords, SQL connection strings, portal tokens, tax credentials, customer

Remove passwords, SQL connection strings, portal tokens, tax credentials, customer data, and payment information.

## Step 6: Submit once and retain the resulting reference when available

# Check your work

Confirm submission or record the approved alternate support channel. Preserve the reference and avoid duplicate requests.

> Take a moment to check your work before closing the window. This small check can save time later.

# If something goes wrong

If the expected result is not shown, stop repeated attempts, check the active database/workspace/user/licence context, preserve the exact message, and follow the related recovery article.

# Related guides

- Check the Installed Muhasib Version and Database Revision
- Resolve a Muhasib Startup Interruption
- Configure Diagnostic Logging Safely
- Data Safety, Privacy, Backup, and External-Effects Reference

# What to do next

> **Check the Installed Muhasib Version and Database Revision**.

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