Collect Safe Diagnostic Evidence for Support

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Overview

This guide will help you create a useful support package that reproduces the issue without exposing credentials or unnecessary private data.

Support receives reproducible, scoped evidence while sensitive information remains protected.

Who can do this

You need access to Access to affected workflow and authorized logs; exporting business data requires separate approval.

Before you start

Know issue owner, data-classification rules, secure transfer channel, and the minimum evidence needed.

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

Where to find it

About/Version, Request Support, affected inquiry/report, notifications, and authorized log locations.

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Step 1: Record expected versus actual outcome and exact reproduction steps

Step 2: Record version, build, channel, database revision, company, user role, terminal/location,

Record version, build, channel, database revision, company, user role, terminal/location, time, and screen.

Step 3: Capture full error text and stable document/reference IDs

Step 4: Preserve relevant sanitized logs, responses, and screenshots

Step 5: Remove passwords, tokens, connection strings, personal data, and unrelated records

Step 6: Send through the approved support channel and retain case ID

Check your work

Another authorized person can reproduce or locate the issue using the package without requesting secrets.

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

If something goes wrong

- Redact rather than blur if image metadata/export could reveal data.
- Never paste `.env`, tokens, passwords, or full connection strings.

Related guides

- Request Muhasib Support
- Check the Installed Muhasib Version and Database Revision
- Data Safety, Privacy, Backup, and External-Effects Reference

What to do next

> **Request Muhasib Support**.

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