

# **Product Support Database (T&M CRTU Support)**

**for R&S CRTU-G/-W and CRTU-ATE**

## **Guideline**

04/2009



**ROHDE & SCHWARZ**



## What is the CRTU Support Database

The purpose of the CRTU Support data base is to provide an easily accessible communication forum between the customers and Rohde & Schwarz. The data base may be accessed in the CRTU Customer Web via the Product Support menu. Each customer working with an R&S CRTU system can initiate Problem Reports (PR) and follow up the current status of them.

Each PR has one main document where the problem description is located and one associated communication document where the communication between customer and Rohde & Schwarz takes place.

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*Note: It is possible to read or update a PR only when logging into GLORIS with the GLORIS account used to initiate that Problem Report.*

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## How to use the CRTU Support Database

- After launching the Product Support menu a list of different views are shown which provides filtering the data according to different criteria such as ID number, product or Initiator:



## Creating a New PR

- To create a new PR click on the button



- Select "Problem Report"



- Fill in the PR title (please write in a concise form using key words).

Title:

- Select the system / product family where the problem belongs to.

System / Product Family:

Refresh

CRTU-G/S  
CRTU-W

- Select a product from the list where the problem belongs to.

Product\*:

Product: Application Programs  
Stock No.: Circuit Switched Test Cases  
Product: CR02P2P  
Serial No.: CRTU-RU  
HW/SW/Docu\*: EGPRS Test Cases  
GPRS Test Cases

- Select a category (hardware, software, documentation, unknown) the PR belongs to and then specify a component (if a clear selection is not possible, select “General”).

<b>HW/SW/ Docu*:</b>	<input type="radio"/> Hardware <input checked="" type="radio"/> Software <input type="radio"/> Documentation <input type="radio"/> Unknown
<b>Refresh</b>	Please press this button to refresh the following choices:
<b>Components</b> (press Ctrl to add values)	<b>for CR02P2P:</b> General Message Viewer Message Composer Sequencer SetCfg RF-Monitor HW-Info Configuration Manager EDGE Layer 1 Tool Message Controller

- Fill in the version number of the software product the problem belongs to.

<b>Version No./CI*:</b>	<input type="text"/>
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- If the first PR is created, all fields marked with an asterisk (“\*”) must be filled in. For all further PRs this will be done automatically.

**Initiated by:**  **Date:**

Please fill in at least the fields marked with a starlet \*.

	<b>Address:</b>		<b>Tele communication lines:</b>
<b>Firstname*:</b>	<input type="text"/>	<b>Office phone*:</b>	<input type="text"/>
<b>Lastname*:</b>	<input type="text"/>	<b>FAX phone*:</b>	<input type="text"/>
<b>Sex*:</b>	<input type="text"/>	<b>Cell phone:</b>	<input type="text"/>
<b>Title:</b>	<input type="text"/>	<b>E-Mail*:</b>	<input type="text"/>
<b>Company*:</b>	<input type="text"/>	<b>Others:</b>	<input type="text"/>
<b>Dept. *:</b>	<input type="text"/>	<b>ZIP*:</b>	<input type="text"/>
<b>Street*:</b>	<input type="text"/>	<b>City*:</b>	<input type="text"/>
<b>P.O.Box:</b>	<input type="text"/>	<b>Country*:</b>	<input type="text"/>

- Select the priority of the PR

<b>Priority:</b>	Normal ▾
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- In the “Description” field, please provide a detailed description of the occurrence and the conditions of the problem and the behaviour.

**Description:**

- In the “Attachments” fields it is possible to attach up to three files in order to analyze the problem, like e.g. message-logs, report-logs or screen-shots.

**Attachments:**

1)

2)

3)

- When all the fields have been entered, press the “Submit” button.

The request will be sent to the R&S Support Center right away. An answer should be expected after a short period of time.

## Following up an Existing PR

Each PR receives a unique identity number (ID), which is then used as a reference. The figure below shows some existing PRs with their ID numbers using the view 'PS by ID'. In this view the ID, the subject, received at, status and the next action on can be seen. To display the details concerning a PR, it is sufficient to left-click on the main document or on the communication document (see below).

▼ Next   ▲ Previous   ▾ Top to list   + Expand all   - Collapse all   ▶ Info   🔍 Search

subject	received	status	next action on
▼ 7203			
▼ Rohde & Schwarz			
▼ Problem Report -> Title of Problem Report (Product: CRTU-WExx)	24.04.2009	Open	R&S
<u>Comm. Doc. (Information are: Correct)</u>			
▶ 7202			
▶ 7201			
▶ 7200			

Further actions and information exchanges will be stored in the communication document until the problem is solved. Customers can also add their comments into this document: by opening the communication document, clicking on the "Edit" button (see below) and entering comments into the field "Further Infos". The fields "Information is:" and "Action on:" can be changed as well.

All entries take effect immediately and thus can be seen both from the R&S support staff and the customer side.


T&M CRTU Support # 7203 - Communications Document  
 Editor:  
[→ to Product Support Document](#)

 

<b>Title:</b>	Title of Problem Report
<b>System / Product Family:</b>	CRTU-W
<b>Product:</b>	CRTU-WExx
<b>HW/SW/Docu:</b>	Software
<b>Components:</b>	CRTU-WE01
<b>Information is:</b>	Correct
<b>Action on:</b>	R&S

**Further Infos:**  
 24.04.2009 16:01:59 - Author/Company \*\*\*\*\*  
 Communication Entry.

**Attachments:**

When inserting a new entry in the communications document please use the button right next to "Insert section"(see below) for automatically create a new communication heading containing the date, time and user name/ company.

**Further Infos:**  
 Insert section:  (current user: \_\_\_\_\_)  
 Please add your text at the top of this field. Leave the old text as history info.

24.04.2009 16:01:59 - Author/Company  
 \*\*\*\*\*  
 Communication Entry.

For toggling between the PR main document and the communications document the hyperlinks "→ to Product Support Document" resp. "→ to Communications Document" can be followed.

## Search for Keywords in Existing PRs

The data base supports a full-text search within all fields of the existing PR documents. For using it select the "Search" menu item (see below).

