

Gathering Information for Tech Support

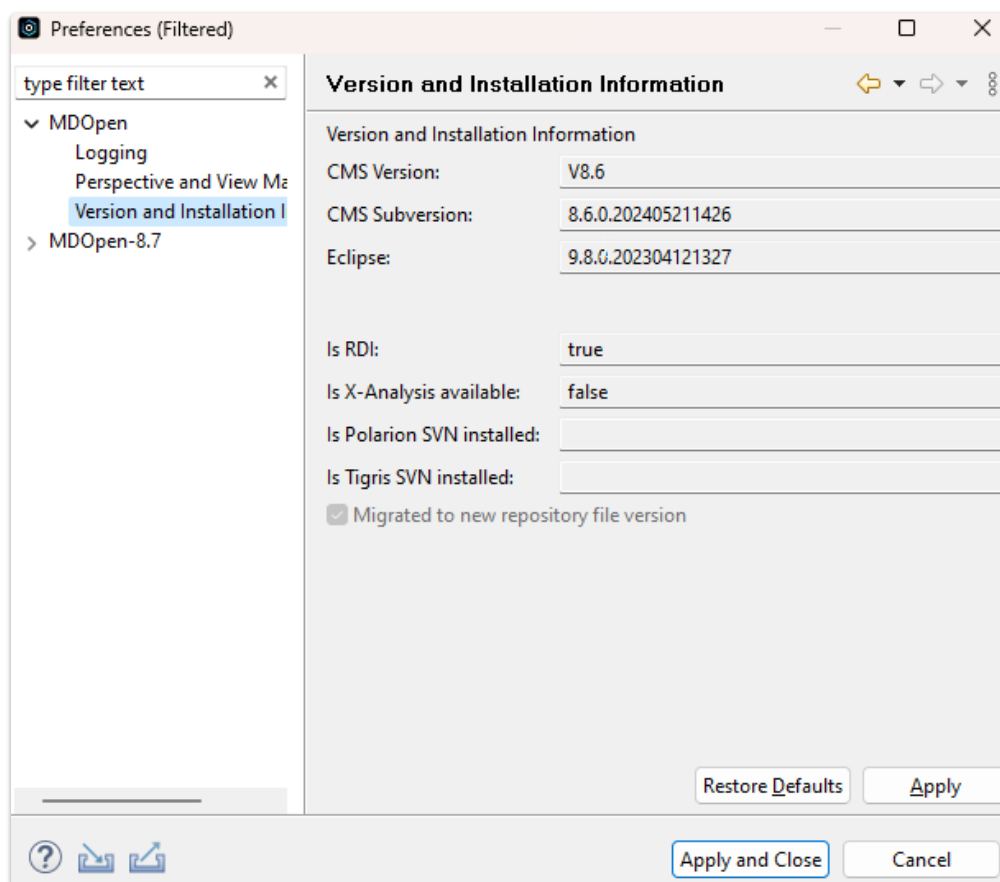
Anytime you have a problem with an RFP and you need the assistance of MD Support, it will help us to better assist you if the following information is included with your support request:

MDCMS Version and Build Date

The build date is essential when reporting an issue.

From MDOpen

Select System i Settings from the Settings menu. This will show you the MDCMS version and MD build date.



From Green Screen

1. Command MDCMS
2. Select option 1 - MDCMS Setup Menu

3. Select option 11 - System Settings

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MDCSYSI                               System Settings                               12.06.24
SCRN1                                  16:54:14

Location Title . . . . . MD_Dev
Location ID . . . . . MDDEV
Send Prefix . . . . . 1 0-9, A-Z
Java Connect User Profile . . MDCCONNECT *NONE, Profile
Java Version . . . . . jdk80/64bit
Sign Objects . . . . . Y Y/N
Default CCSID . . . . . 1148
Internal Task Ref Label . . . Team Ref

Temporary Library Prefixes:
RFP Backup . . . . . MDU Example
MDU1234567
RFP Installation . . . . . MDI MDI1234567
RFP Receipt . . . . . MDT MDT1123456
RFP Rollback . . . . . MDB MDB1234567
Backup Lib Retention in days. 3 0-999

MD Build Date . . . . . 12.05.24
MD Installation Date . . . . 12.05.24

F3=Exit F4=Browse F8=Patch History
(C) COPYRIGHT MIDRANGE DYNAMICS 1998, 2024. Build Date 2024-05-12 v8.6.1

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The RFP Deployment Log from the RFP with the Issue

From MDOpen

From the RFP View right click on the RFP, then select Deployment Log

Or

Click on the RFP in question, then click on the Deployment Log button. Generate the log using the following steps, then email it to us:

1. Expand filter and select Print with Job Log
2. See Report Output, which appears Under Session in the leftmost pane
3. Right-click on Report and select Export
4. Export as an XLSX Excel spreadsheet

From Green Screen

1. Command MDCMS
2. Select option 3 - RFP Listing (or press F9 from Object Manager)
3. Select option L next to the failed RFP.

This will show you a log of each step that occurred. Severity 20 will appear for warnings and Severity 30 will appear for errors. If the problem isn't obvious, you can use option J next to any entry to see the job log entries.

1. Remove all filters
2. Press F16 to generate the RFP log with the job log entries

3. Press F11 for MD-Output
4. Select option E next to your log

Then

1. Select File FormatXLSX
2. Select option 2 (email)
3. Enter your email address

Regularly Check for Fixes and Review Enhancements

Keep in mind that MDCMS is an agile product with new updates coming out frequently. You can always check for fixes and review enhancements from the customer area of the MD website. The MDCMS Change Log is available on this [wiki link](#) for both enhancements and fixes