

# HORIZONT

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*Software for Datacenters*

## HORIZONT JIRA User Guide

How to use JIRA for creating support requests

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# Table of Contents

1.	Introduction .....	1
1.1	What is this Document for.....	1
2.	Log on at the Customer Portal.....	1
3.	General functions for Issues .....	3
3.1	Adding comments .....	3
3.2	Adding attachments .....	3
3.3	Participants .....	4
3.3.1	Appointing participants.....	4
3.3.2	Assigning predefined participants.....	4
3.3.3	Assigning ad hoc participants .....	4
3.3.4	Removing participants .....	5
3.4	Activating or deactivating notifications.....	6
4.	Request Types.....	7
4.1	Request type: Question .....	7
4.1.1	Form to create a Question request.....	7
4.1.2	Customer forms .....	7
4.1.3	Workflow of Request Type: Question .....	9
4.2	Request Type: Report a Bug .....	10
4.2.1	Form to create a "Report a Bug" request.....	10
4.2.2	Customer forms .....	10
4.3	Workflow - Report a Bug.....	14
4.4	Request Type: Requirement.....	15
4.4.1	Form to open a Requirement request.....	15
4.4.2	Customer forms .....	15
4.5	Workflow – Requirement .....	20
4.6	Request type: License Key .....	21
4.6.1	Form to open a License Key request.....	21
4.6.2	Customer forms .....	21
4.6.3	Workflow – License Key Request.....	23
5.	Manage existing requests .....	24

# 1. Introduction

You can submit your requests to the support team via the customer portal.

The customer portal enables you to view all of your requests and to track their processing status. Additionally, you will be informed automatically by email whenever the status of the request changes.

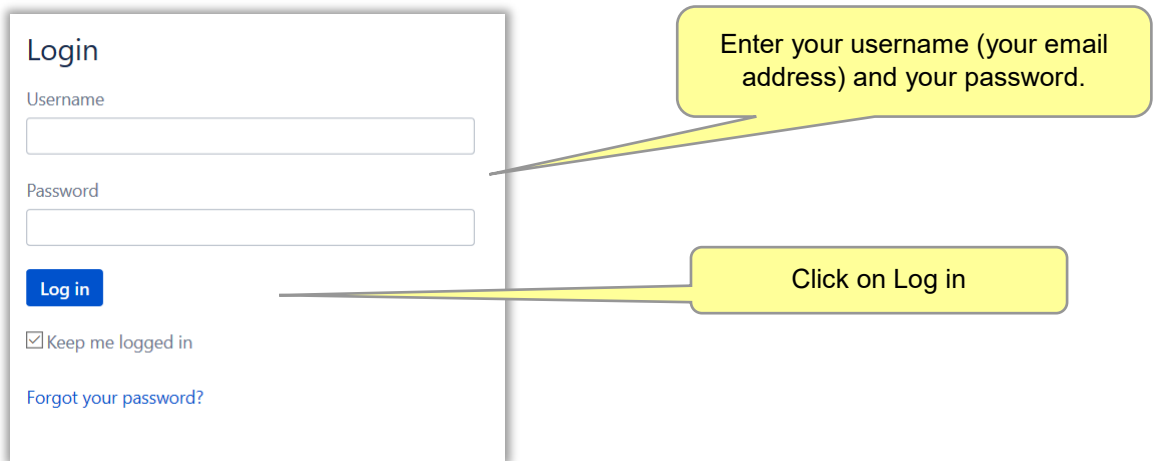
## 1.1 What is this Document for

This document explains how to use JIRA for communicating with the support.

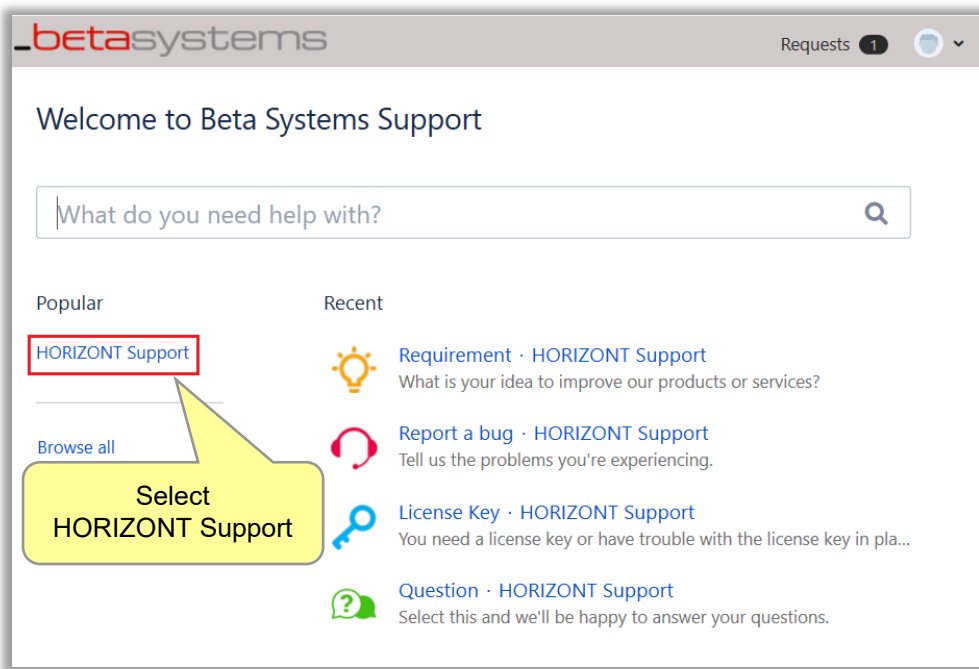
# 2. Log on at the Support Portal (JIRA)

Insert the URL to your Web Browser:

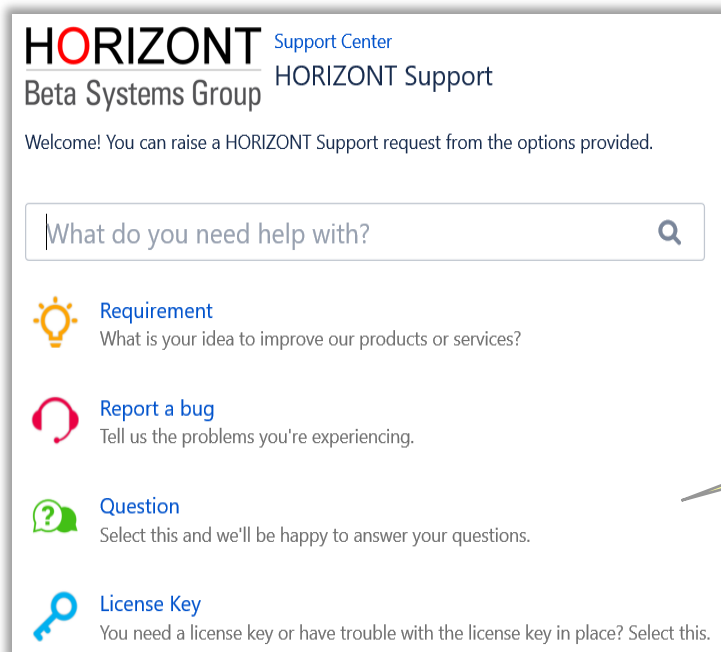
<https://issues.betasystems.com/jira/servicedesk/customer/portals>



The start page of the customer portal is displayed:



You can submit your requests to the support team.



You can open four types of support requests

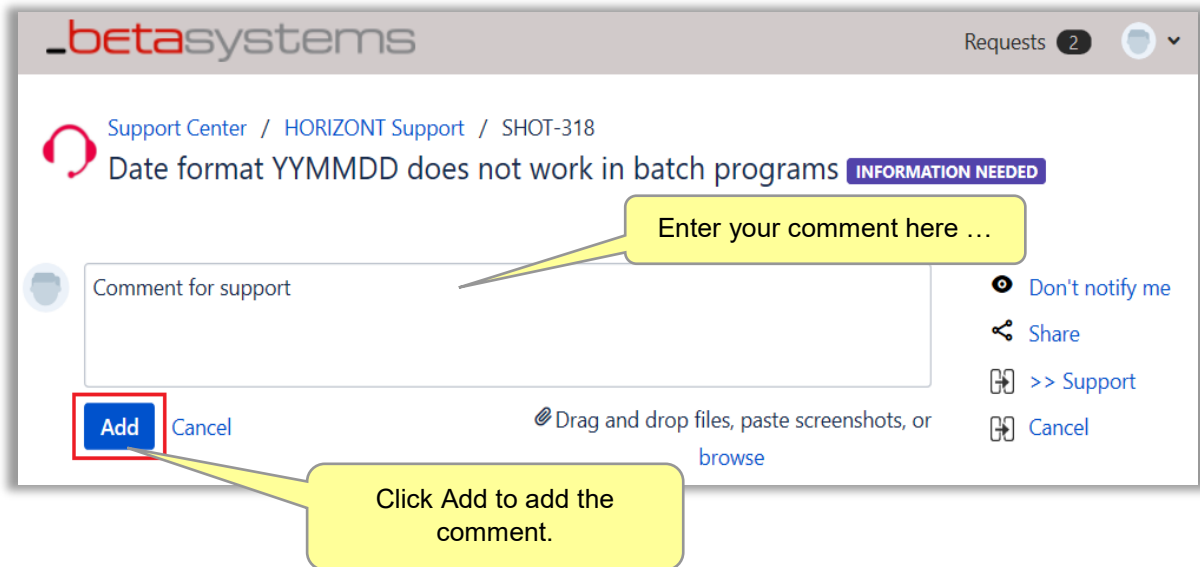
### 3. General functions for Issues

#### 3.1 Adding comments

You can add comments to your own requests and to requests where you have been assigned as participant.

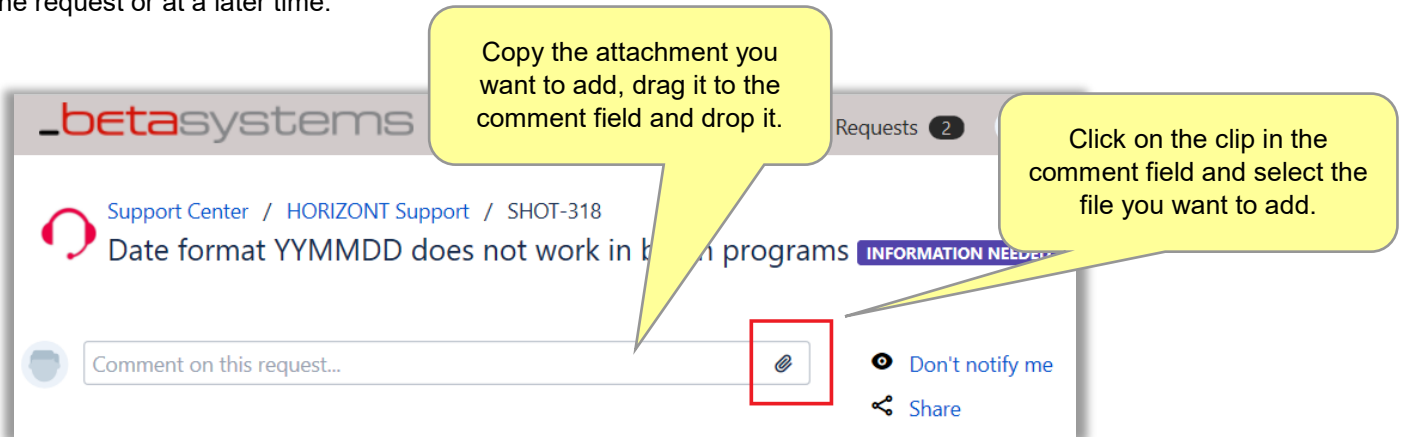
You can add comments when you create the request or at a later point in time. This might be the case, for example, if you have questions regarding the processing or if you want to add additional information to the request.

**Note:** When you add a comment, the status of the request **isn't being changed**.



#### 3.2 Adding attachments

You can add attachments like screenshots or log files to your requests. You can add attachments when you create the request or at a later time.



**Note:** The size of an attachment is limited to 100 MB. If you want to upload attachments larger than 100 MB, you have to use the FTP server. For necessary access data, please contact our support team.

## 3.3 Participants

### 3.3.1 Appointing participants

You can appoint one or more participants for your requests. A participant can edit the corresponding request.

**Note:** Appointing someone as your participant does not give you access to this person's request. Only by being appointed yourself as participant yourself you get access. You can remove an assigned participant at any time.

There are the following types of participants:

- **Predefined participants**  
A predefined participant is automatically added to every request you create.
- **Ad hoc participants**  
You can add an ad hoc participant to any of your requests.

**Note:** Participants need to be registered for the customer portal.

### 3.3.2 Assigning predefined participants

Predefined participants can only be assigned by the support team. Inform the support team about desired participants. Once the participant has been assigned, this participant is added to each request you create from that moment.

### 3.3.3 Assigning ad hoc participants

The screenshot shows the beta systems support center interface. The top navigation bar includes the logo and a 'Requests 2' indicator. The main content area displays a request titled 'Date format YYYYMMDD does not work in batch programs' with a status of 'INFORMATION NEEDED'. Below the title is a comment field and a 'Don't notify me' toggle. A 'Share' button is highlighted with a red box and a yellow callout box labeled '1) Click on Share'. A 'Share this request' dialog box is open, showing a text input field for 'Type name, email address, or organization' and two buttons: 'Share' (highlighted with a red box and a yellow callout box labeled '3) Click on Share') and 'Cancel'. A yellow callout box labeled '2) Enter the email address of the person you want to add as participant' points to the input field. The activity feed below shows a message from 'Tom Support' dated 28.7.2020 14:04, with the text 'Helo Mr. Thomas, We can reproduce the problem. Fix OPAFLOA.zip 2019-12-17 is available on the HORIZONT homepage' and a link to 'https://horizont-it.com/public/fix/fix\_twsaudit.htm'.

Support Center

Support Center / HORIZONT Support / SHOT-318

Date format YYMMDD does not work in batch programs **INFORMATION NEEDED**

Comment on this request...

Activity

**Tom Support** 28.7.2020 14:04 **LATEST**

Helo Mr. Thomas,

We can reproduce the problem.

Fix OPAFLOA.zip 2019-12-17 is available on the HORIZONT homepage

[https://horizont-it.com/public/fix/fix\\_twsaudit.htm](https://horizont-it.com/public/fix/fix_twsaudit.htm)

Best regards,

HORIZONT support

Don't notify me

Share

>> Support

Cancel

Shared with

- john.thomas@customer.com  
Creator
- pete.miller@customer.com  
Remove
- SHOT - Customer  
Remove

4) The added participant

### 3.3.4 Removing participants

Support Center

Support Center / HORIZONT Support / SHOT-318

Date format YYMMDD does not work in batch programs **INFORMATION NEEDED**

Comment on this request...

Activity

**Tom Support** 28.7.2020 14:04 **LATEST**

Helo Mr. Thomas,

We can reproduce the problem.

Fix OPAFLOA.zip 2019-12-17 is available on the HORIZONT homepage

[https://horizont-it.com/public/fix/fix\\_twsaudit.htm](https://horizont-it.com/public/fix/fix_twsaudit.htm)

Best regards,

HORIZONT support

Don't notify me

Share

>> Support

Cancel

Shared with

- john.thomas@customer.com  
Creator
- pete.miller@customer.com  
Remove
- SHOT - Customer  
Remove

Remove participant

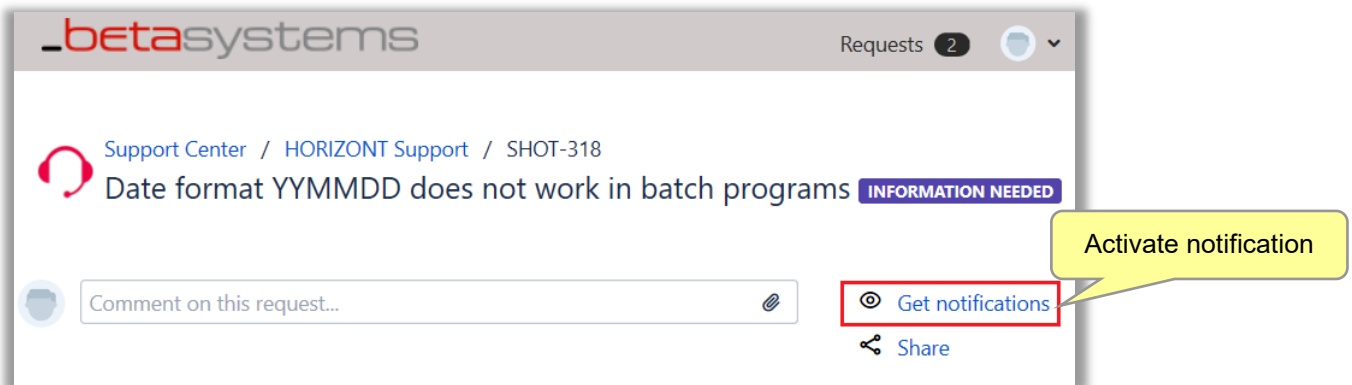
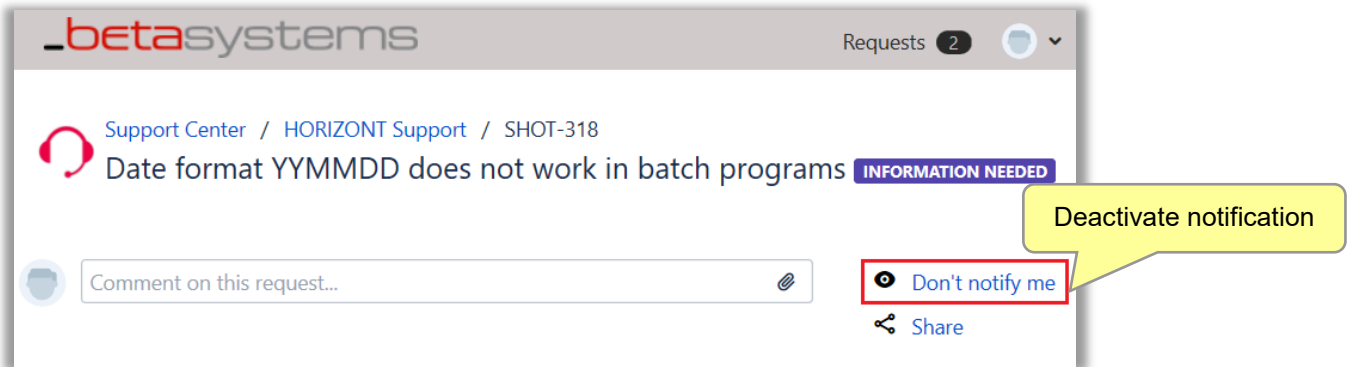


### 3.4 Activating or deactivating notifications

You will be informed automatically by email if the status of a request has changed that has been created by you or where you have been added as participant.

If you do not want to be informed every time the status changes you can deactivate the notifications for the desired request. In this case you will only get a notification if the request is set to Resolved.

You can activate notifications that have been deactivated at any time.



## 4. Request Types

### 4.1 Request type: Question

#### 4.1.1 Form to create a Question request

**beta systems** Requests

Support Center / HORIZONT Support  
Question

Your Question in short

Further Description / Background Info (optional)

Attachment (optional)  
Drag and drop files, paste screenshots, or browse

Your internal Ticket No. (optional)

Share with SHOT - Customer

Create Cancel

Header of your question

Describe your question here

Add logs and screenshots

Link your request with your internal request system

Add further participants

Sent the question to the HORIZONT support

#### 4.1.2 Customer forms

**beta systems** Requests 1

Support Center / HORIZONT Support / SHOT-298

Where can I download the latest XINFO installation package? **NEW**

Comment on this request...

Don't notify me

Share

Cancel

Shared with

john.thomas@customer.com  
Creator

SHOT - Customer  
Remove

Status NEW after creating the request.

beta systems Requests 1

Support Center / HORIZONT Support / SHOT-298

Where can I download the latest XINFO installation package? **RECEIVED**

Comment on this request...

Activity

Your request status changed to **Received**. 22.7.2020 14:41 **LATEST**

Don't notify me

Share

Cancel

Shared with

john.thomas@customer.com  
Creator

SHOT - Customer  
Remove

Status RECEIVED when support is working on the request.

beta systems Requests 1

Support Center / HORIZONT Support / SHOT-298

Where can I download the latest XINFO installation package? **INFORMATION NEEDED**

Comment on this request...

Activity

**Tom Support** 22.7.2020 14:51 **LATEST**

Hello Mr. Thomas,  
Here you can find the XINFO package, you are looking for.  
<https://horizont-it.com/products/installation%20files,%20documentation/xinfo/zos/>  
Best regards,  
HORIZONT Support

Your request status changed to **Information needed**. 22.7.2020 14:51

Your request status changed to **Received**. 22.7.2020 14:41

Don't notify me

Share

Cancel

>> Services

Shared with

john.thomas@customer.com  
Creator

SHOT - Customer  
Remove

Status INFORMATION NEEDED if support needs more data or has questions.

Cancel button: Cancels the request and sets status CLOSED.

>> Services button: Send back the requested information.

>> Services

Please comment with any additional information

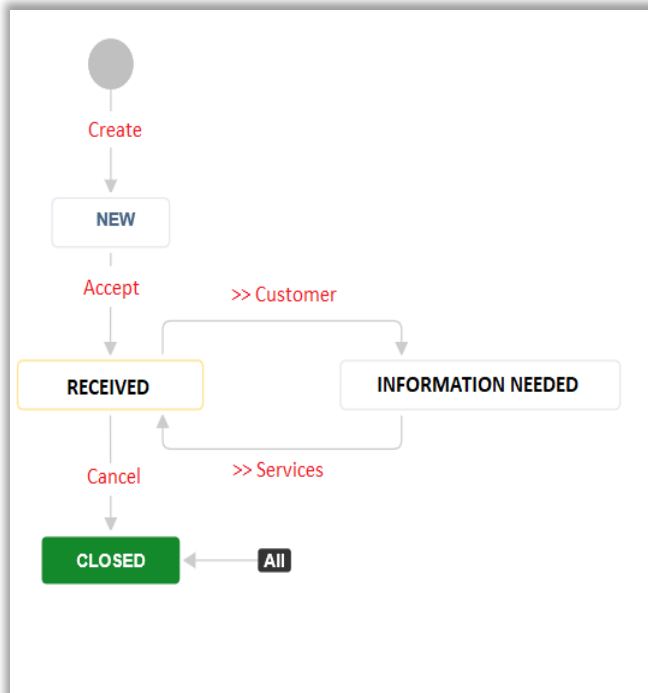
Optional comment

>> Services Cancel

This button is used to send the information to support

It's not possible to add an attachment here.

### 4.1.3 Workflow of Request Type: Question



The customer opens the request with function **Create** and sets the status **NEW**

The support accepts the request (function **Accept**) and sets the status **RECEIVED**.

The support answers the customer with function **>> Customer**. The customer sees status **INFORMATION NEEDED**

The customer sends back further information with button **>> Services**. The status changes to **RECEIVED** again.

Use function **Cancel** to set the request to **CLOSED**

## 4.2 Request Type: Report a Bug

### 4.2.1 Form to create a "Report a Bug" request

**beta systems** Requests 2

Support Center / HORIZONT Support  
Report a bug

Product/Component  
None

Affects Version/s (optional)

Environment Information (optional)

Summary

Description of the Problem (optional)

Attachment (optional)  
Drag and drop files, paste screenshots, or browse

Your internal Ticket No. (optional)

Share with SHOT - Customer

Create Cancel

Select a Product/Component from the Drop down menu

Program version or PC Client Bulid (B78)

Info about z/OS version, IWS version and OS version

Header of bug report

Detailed report about the problem

Add SYSPRINT, logs or screen shots which help to analyze the bug

Link your request with your internal request system

Add further participants

Send "Report a bug" to support

### 4.2.2 Customer forms

**beta systems** Requests 1

Support Center / HORIZONT Support / SHOT-318  
Date format YYYYMMDD does not work in batch programs **NEW**

Comment on this request...

Details 28.7.2020 13:37

Product/Component  
IWS/Audit

Affects Version/s  
IWS/Audit V7R7

Environment Information  
ONCODE=3 No WHEN clauses were satisfied and no OTHERWISE clause was available. From entry point CALCDATE at statement 31 at compile unit offset +0000043C at enaddress 1F80E414.

Don't notify me

Share

Cancel

Shared with

john.thomas@customer.com  
Creator

SHOT - Customer  
Remove

Status NEW after creating the request.

**betasystems** Requests 1

Support Center / HORIZONT Support / SHOT-318

Date format YMMDD does not work in batch programs **IN PROGRESS**

Comment on this request...

Activity

Your request status changed to **In Progress**. 28.7.2020 13:47 **LATEST**

**Details** 28.7.2020 13:37

Product/Component  
IWS/Audit

Affects Version/s  
IWS/Audit V7R7

Don't notify me

Share

Cancel

Shared with

john.thomas@customer.com  
Creator

SHOT - Customer  
Remove

Status IN PROGRSS when support accepted the request.

**betasystems** Requests 1

Support Center / HORIZONT Support / SHOT-318

Date format YMMDD does not work in batch programs **INFORMATION NEEDED**

Comment on this request...

Activity

**Tom Support** 28.7.2020 14:04 **LATEST**

Helo Mr. Thomas,

We can reproduce the problem.

Fix OPAFLOA.zip 2019-12-17 is available on the HORIZONT homepage

[https://horizont-it.com/public/fix/fix\\_twsaudit.htm](https://horizont-it.com/public/fix/fix_twsaudit.htm)

Best regards,

HORIZONT support

Don't notify me

Share

>> Support

Cancel

Shared with

john.thomas@customer.com  
Creator

SHOT - Customer  
Remove

Status INFORMATION NEEDED if support needs more data or has questions.

Send back the requested information. Sets status IN PROGRESS

Cancel the request and sets status CLOSED.

>> Support

Please comment with any additional information

Hello Support,  
The fix did not solve the problem.  
Best regards, Mr Thomas

>> Support Cancel

Send information to support.

**betasystems** Requests 2

Support Center / HORIZONT Support / SHOT-318  
 Date format YYYYMMDD does not work in batch programs **IN PROGRESS BY DEVELOPMENT**

Comment on this request...

Activity

Your request status changed to **In Progress by Development**. 18.8.2020 13:41 **LATEST**

john.thomas@customer.com 18.8.2020 13:37  
 Hello Support,  
 The fix did not solve the problem.  
 Best regards, Mr Thomas

Don't notify me  
 Share  
 >> Support  
 Cancel

Shared with  
 john.thomas@customer.com Creator  
 pete.miller@customer.com Remove

Status IN PROGRESS BY DEVELOPMENT if support sent the request to the development

An info to support is always possible for request type BUG

**betasystems** Requests 2

Support Center / HORIZONT Support / SHOT-318  
 Date format YYYYMMDD does not work in batch programs **INFORMATION NEEDED**

Comment on this request...

Activity

**Tom Support** 18.8.2020 14:19 **LATEST**  
 Hello Mr. Thomas,  
 Please send us your JTWK file to analyze the problem.  
 Best regards, Tom Support

Your request status changed to **Information needed**. 18.8.2020 14:19

Your request status changed to **In Progress by Development**. 18.8.2020 14:16

Don't notify me  
 Share  
 >> Support  
 Info To Development

Shared with  
 john.thomas@customer.com Creator  
 pete.miller@customer.com Remove  
 SHOT - Customer Remove

Status INFORMATION NEEDED

An info to support is always possible for request type BUG

Use Info to Development to send the info to development

Info To Development

Please comment with any additional information

Hello Support,  
 I attached the ordered JTWK file.  
 Best regards, John Thomas

Info To Development Cancel

Send the info to development

After the bug is RESOLVED, status is RESOLVED – CONFIRMATION REQUIRED

Support Center / HORIZONT Support / SHOT-318  
Date format YYMMDD does not work in batch programs **RESOLVED - CONFIRMATION REQUIRED**

Comment on this request...

Activity

Your request status changed to **Resolved - Confirmation required** with resolution **Fixed**  
18.8.2020 15:05 **LATEST**

john.thomas@customer.com 18.8.2020 15:02  
Hello support,  
Problem solved.  
Thanks a lot , John Thomas

Don't notify me  
Share  
Reject  
Confirm

Shared with  
john.thomas@customer.com Creator  
pete.miller@customer.com Remove  
SHOT - Customer Remove

Use Reject to change to status to IN PROGRESS again

Use Confirm if the solution solved the bug

Confirm

Please comment with any additional information

Thanks for the support.  
Best regards, John Thomas

Confirm Cancel

Use this button to confirm that the bug is solved. Sets the request to CLOSED.

Support Center / HORIZONT Support / SHOT-318  
Date format YYMMDD does not work in batch programs **CLOSED**

**This issue is closed. If the problem still persists, please create a new ticket. We will link the new issue.**

Activity

john.thomas@customer.com 18.8.2020 15:17 **LATEST**  
Thanks for the support.  
Best regards, John Thomas

Your request status changed to **Closed**. 18.8.2020 15:17

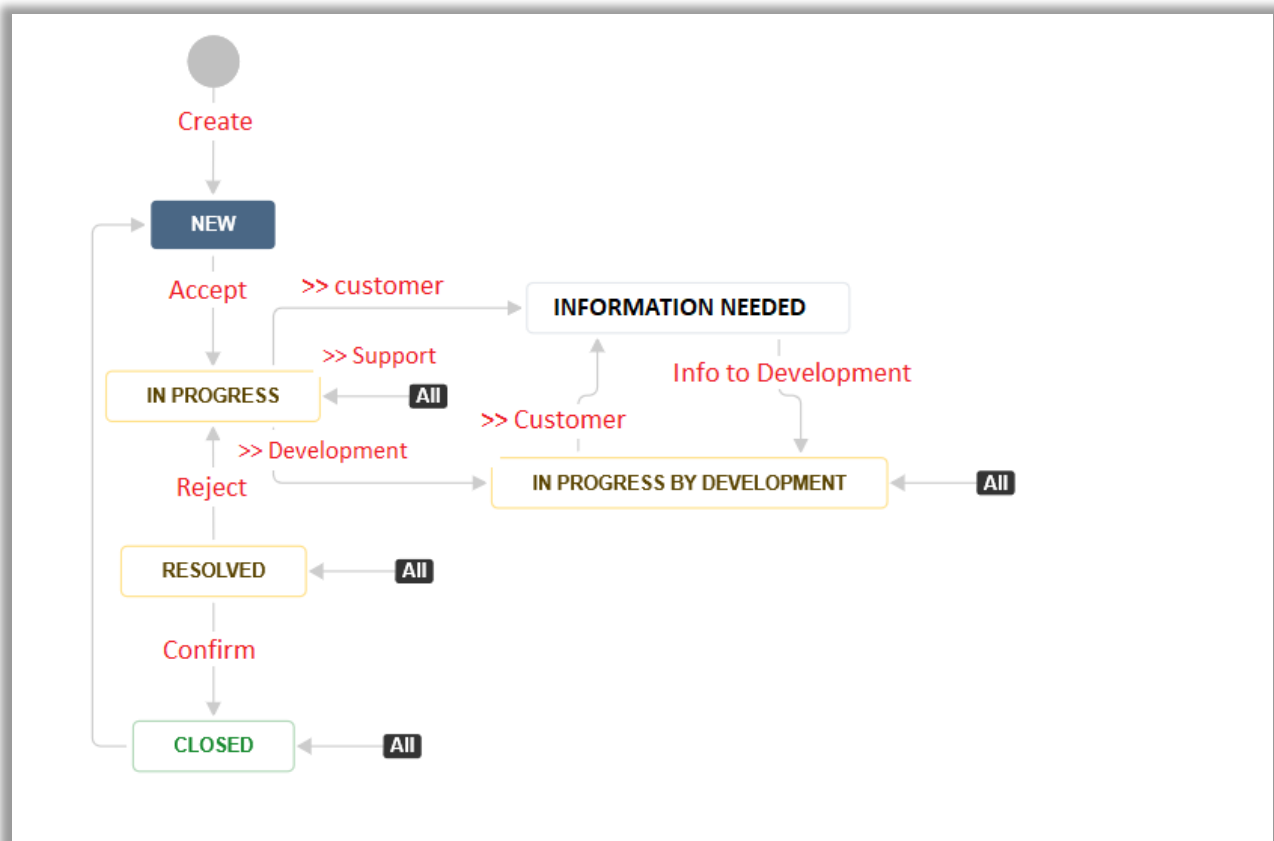
Don't notify me  
Share

Shared with  
john.thomas@customer.com Creator  
pete.miller@customer.com Remove  
SHOT - Customer Remove

Final status of the bug request: CLOSED



### 4.3 Workflow - Report a Bug



The customer opens the request with function **Create** and sets the status **NEW**.

The support accepts the request (function **Accept**) and sets the status to **IN PROGRESS**.

If the support needs more information, it contacts the customer with function **>> Customer**, which changes the status to **Information needed**.

The customer answers with function **>> Support**, that changes the status back to **IN PROGRESS**.

The support assigns the bug request to the development with function **>> Development**.

For the communication between customer and development It is important to use the functions **Info to Development** and **>>Customer**.

The status changes between **IN PROGRESS BY DEVELOPMENT** and **IN PROGRESS**.

If a correction is available, development or support use function **Resolve**. The status changes to **RESOLVED – CONFIRMATION REQUIRED**

If the correction works, the customer uses function **Confirm** to confirm the request. The status is set to **CLOSED**.

If there are still problems, the customer can use function **Reject** to reject the request. The status is set to **IN PROGRESS**.

## 4.4 Request Type: Requirement

### 4.4.1 Form to open a Requirement request

**Header of your Requirement**

**Select a Product/Component from the drop down menu**

**Detailed report about what should be added to the product**

**Where do you see the benefits?**

**Add SYSPRINT, logs or screen shots which help to analyze the bug**

**Link your request with your internal request system**

**Add further participants**

**Send the requirement to the HORIZONT support**

### 4.4.2 Customer forms

**Status NEW after creating the request.**

**Details** 28.7.2020 14:28

Product/Component  
SmartJCL - JCL Check

Description  
Requirement hand in by customer.

Shared with  
john.thomas@customer.com  
Creator  
SHOT - Customer  
Remove

**betasystems** Requests 1

Support Center / HORIZONT Support / SHOT-319  
 Check about JCL error IEF257I **IN EVALUATION**

Comment on this request...

Activity

Your request status changed to **In Evaluation**. 18.8.2020 16:28 **LATEST**

**Details** 28.7.2020 14:28  
 Product/Component  
 SmartJCL - JCL Check  
 Description  
 Requirement hand in by customer.

Don't notify me  
 Share  
 Cancel Request

Shared with  
 john.thomas@customer.com  
 Creator  
 SHOT - Customer  
 Remove

Status **IN EVALUATION** means:  
 HORIZONT is analyzing the requirement

**betasystems** Requests 1

Support Center / HORIZONT Support / SHOT-319  
 Check about JCL error IEF257I **BACKLOG**

Comment on this request...

Activity

Your request status changed to **Backlog**. 19.8.2020 14:08 **LATEST**

Don't notify me  
 Share  
 Cancel Request

Shared with  
 john.thomas@customer.com  
 Creator

Status **BACKLOG** means:  
 HORIZONT will decide later about the REQ

**betasystems** Requests 1

Support Center / HORIZONT Support / SHOT-319  
 Check about JCL error IEF257I **INFORMATION NEEDED**

Comment on this request...

Activity

**Tom Support** 19.8.2020 14:25 **LATEST**  
 Hello Mr. Thomas,  
 Is there specific date, where you need the implementation ?  
 Best regards, Tom Support

Your request status changed to **Information needed**. 19.8.2020 14:25

Don't notify me  
 Share  
 Cancel Request  
 >> Product Management

Shared with  
 john.thomas@customer.com  
 Creator  
 SHOT - Customer  
 Remove

Status **INFORMATION NEEDED** if there  
 is a question about the REQ.

Select  
 >> Product Management to  
 open the input window ...

>> Product Management ✕

Please comment with any additional information

Hello Mr. Thomas,  
Is there specific date, where you need the implementation ?  
Best regards, Tom Support

>> Product Management Cancel

... and to send your answer to HORIZONT.  
Status is set to IN EVALUATION

**betasystems** Requests 1

Support Center / HORIZONT Support / SHOT-319

Check about JCL error IEF257I **ACCEPTED**

Comment on this request...

Activity

Your request status changed to **Accepted**. 19.8.2020 14:44 **LATEST**

Your request status changed to **In Evaluation**. 19.8.2020 14:34

Don't notify me

Share

Cancel Request

Shared with

john.thomas@customer.com  
Creator

SHOT - Customer  
Remove

Status ACCEPTED means:  
HORIZONT will implement the REQ

**betasystems** Requests 1

Support Center / HORIZONT Support / SHOT-319

Check about JCL error IEF257I **POSTPONED**

Comment on this request...

Activity

Your request status changed to **Postponed**. 19.8.2020 15:13 **LATEST**

Your request status changed to **Accepted**. 19.8.2020 14:44

Don't notify me

Share

Cancel Request

Shared with

john.thomas@customer.com  
Creator

SHOT - Customer  
Remove

Status POSTPONED means:  
Implementation is paused.

**betasystems** Requests 1

Support Center / HORIZONT Support / SHOT-319  
 Check about JCL error IEF257I **IN PROGRESS**

Comment on this request...

**Activity**

Your request status changed to **In Progress**. 19.8.2020 15:19 **LATEST**

Your request status changed to **Postponed**. 19.8.2020 15:13

Don't notify me  
 Share  
 Cancel Request

Shared with

john.thomas@customer.com  
 Creator  
 SHOT - Customer  
 Remove

Status **IN PROGRESS** means: HORIZONT is working on the request.

**betasystems** Requests 1

Support Center / HORIZONT Support / SHOT-319  
 Check about JCL error IEF257I **INFORMATION NEEDED**

Comment on this request...

**Activity**

**Tom Support** 19.8.2020 15:27 **LATEST**  
 Hello Mr. Thomas,  
 We have finished a first version of the REQ.  
 Can you please check it.  
 Best regards, Tom Support

Your request status changed to **Information needed**. 19.8.2020 15:27

Don't notify me  
 Share  
 Cancel Request  
 Reply

Shared with

john.thomas@customer.com  
 Creator  
 SHOT - Customer  
 Remove

Status **INFORMATION NEEDED**: HORIZONT needs data or has a question

Select Reply to open the input window ...

**Reply** X

Please comment with any additional information

Hello Tom Support,  
 Looks very good.  
 Best regards, John Thomas

Reply Cancel

... and send your answer to HORIZONT. Status is changed to **IN PROGRESS**.

**betasystems** Requests

Support Center / HORIZONT Support / SHOT-319  
 Check about JCL error IEF257I **RESOLVED**

Comment on this request...

**Activity**

Your request status changed to **Resolved** with resolution **Done**. 19.8.2020 15:47 **LATEST**

john.thomas@customer.com 19.8.2020 15:39  
 Hello Tom Support,  
 Looks very good.  
 Best regards, John Thomas

Don't notify me  
 Share  
 Cancel Request  
 Confirm

Shared with  
 john.thomas@customer.com Creator  
 SHOT - Customer Remove

Status **RESOLVED**: HORIZONT has finished the work.

Select **Confirm** to open the input windows and ...

**Confirm** X

Please comment with any additional information

Hello Tom,  
 Thanks for your help.  
 Best regards, John Thomas

**Confirm** Cancel

... confirm the solution. Sets the status to **CLOSED**.

Final status of the Requirement request: **CLOSED**

**betasystems** Requests

Support Center / HORIZONT Support / SHOT-319  
 Check about JCL error IEF257I **CLOSED**

**This issue is closed. If the problem still persists, please create a new ticket. We will link the new issue.**

**Activity**

john.thomas@customer.com 19.8.2020 15:52 **LATEST**  
 Hello Tom,  
 Thanks for your help.  
 Best regards, John Thomas

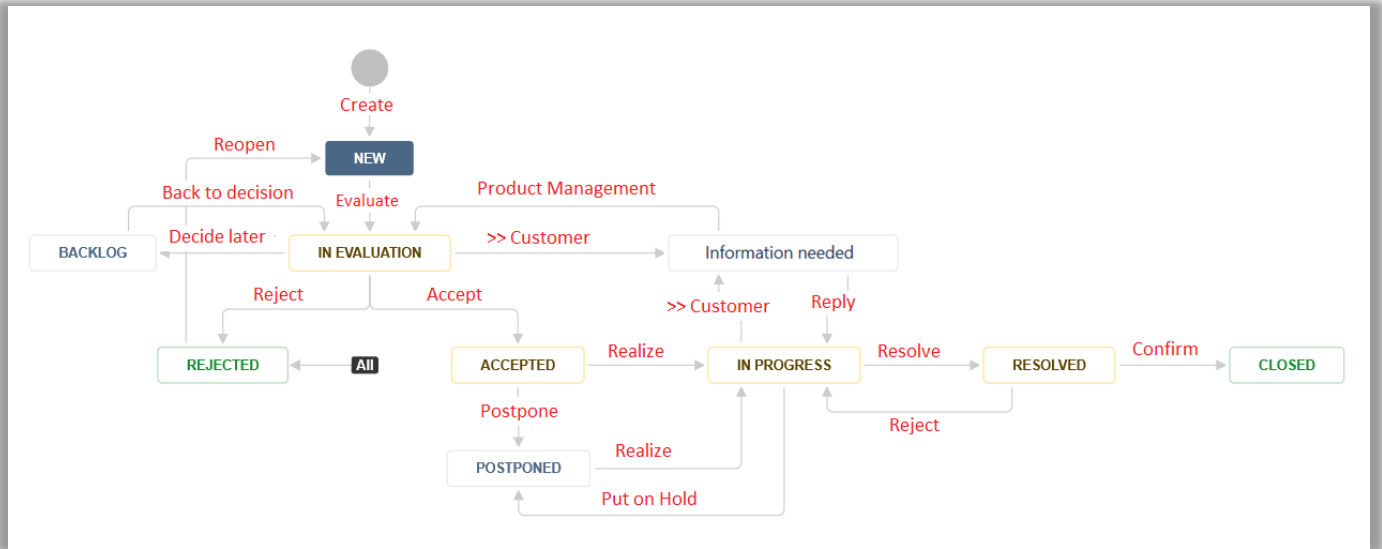
Your request status changed to **Closed**. 19.8.2020 15:52

Your request status changed to **Resolved** with resolution **Done**. 19.8.2020 15:47

Don't notify me  
 Share  
 Cancel Request

Shared with  
 john.thomas@customer.com Creator  
 SHOT - Customer Remove

## 4.5 Workflow – Requirement



The customer opens the request with function **Create** and sets the status **NEW**.

The support evaluates (function **Evaluate**) the requirement and sets the status to **IN EVALUATION**.

The support can

- Decide later (function **>> Decide later**) and set the status to **BACKLOG**, which means that the support analyses the request later.

- Reject (function **Reject**) the requirement and set the status to **REJECTED**.

- Ask for further information (function **>> Customer**) and set the status to **Information needed**. The info should be send back from the customer with function **>> Product Management**.

- Accepts the requirement and set the status to **ACCEPTED**.

If development will realize the requirement later, function **Put on Hold** sets the status to **POSTPONED**.

If development is working on the requirement function **Realize** sets the status to **IN PROGRESS**.

For the communication between customer and the support during the realization it is important to use the functions **>>Customer** and **Reply**.

If the implementation is done, function **Resolve** sets the status to **RESOLVED**.

If the solution is fine, the customer can confirm the request (function **Confirm**) and set the status to **CLOSED**.

If the solution does not work as expected, the customer can reject the solution (function **Reject**) and set the status to **IN PROGRESS**.

## 4.6 Request type: License Key

### 4.6.1 Form to open a License Key request

**beta systems** Requests

Support Center / HORIZONT Support  
**License Key**

What do you need?

License File (Old) (optional)  
Drag and drop files, paste screenshots, or [browse](#)

Further Information (optional)

Your internal Ticket No. (optional)

Share with SHOT - Customer

**Create** Cancel

Info about the products for which you need the key

Attach your old license file here.

Information like CPU IDs or the valid to date

To link your request with your internal request system

Add further participants

Send the License Key request to HORIZONT

### 4.6.2 Customer forms

**beta systems** Requests 1

Support Center / HORIZONT Support / SHOT-312  
Can we get new IWS/Audit license keys, please? **REQUESTED**

Comment on this request...

**Details** 27.7.2020 14:47  
Further Information  
CPU ID: xxxxB4D43906  
Valid to: 2021-08-31

Don't notify me  
Share  
Cancel

Shared with  
john.thomas@customer.com  
Creator  
SHOT - Customer  
Remove

Status REQUESTED after creating the request.



**betasystems** Requests 1

Support Center / HORIZONT Support / SHOT-312

Can we get new IWS/Audit license keys, please ? **RECEIVED**

Comment on this request...

Don't notify me  
Share  
Cancel

**Activity**

Your request status changed to **Received**. 27.7.2020 14:50 **LATEST**

Shared with  
john.thomas@customer.com  
Creator  
SHOT - Customer  
Remove

Status RECEIVED when support is working on the request.

**betasystems** Requests 1

Support Center / HORIZONT Support / SHOT-312

Can we get new IWS/Audit license keys, please ? **INFORMATION NEEDED**

Comment on this request...

Don't notify me  
Share  
Cancel  
>> Services

**Activity**

**Tom Support** 27.7.2020 15:11 **LATEST**  
Hello Mr. Thomas,  
I attached the IWS/Audit keys, you have ordered.  
HORIZONT Licence Keys  
Cpuid: xxxxB4D43906  
Issued: 2020-07-27  
Valid to: 2021-08-31  
TWS/Audit OPAPWD=MZLNXBLIHHIFH  
Best regards,  
HORIZONT support

Your request status changed to **Information needed**. 27.7.2020 15:11

Shared with  
john.thomas@customer.com  
Creator  
SHOT - Customer  
Remove

Status INFORMATION NEEDED if support needs more data or has questions.

Cancel the request and set status to PROVIDED.

Confirm that the keys are fine or add an additional question.

>> Services

Please comment with any additional information

Thanks a lot for the license key  
Best regards  
John Thomas

>> Services Cancel

Send the info to HORIZONT

**beta systems** Requests

Support Center / HORIZONT Support / SHOT-312

Can we get new IWS/Audit license keys, please ? **PROVIDED**

**Status PROVIDED:**  
The license key request is closed.

This issue is closed. If the problem still persists, please create a new ticket. We will link the new issue.

Comment on this request...

**Activity**

john.thomas@customer.com 27.7.2020 15:33 **LATEST**

Thanks a lot for the license key  
Best regards  
John Thomas

Don't notify me  
Share

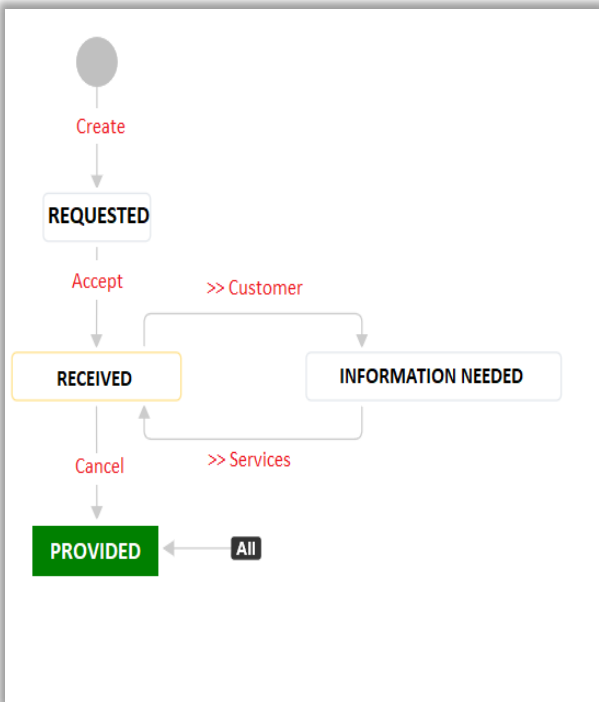
Shared with

john.thomas@customer.com  
Creator

SHOT - Customer  
Remove

Your request status changed to **Provided** with resolution **none**. 27.7.2020 15:33

### 4.6.3 Workflow – License Key Request



The License Key request will be sent with **Create** to the support and set the status to **REQUESTED**.

The support **Accept** the request and the status will be changed to **RECEIVED**.

Support sends the License key back to you with **>> Customer**.

At customer side status move to **INFORMATION NEEDED**.

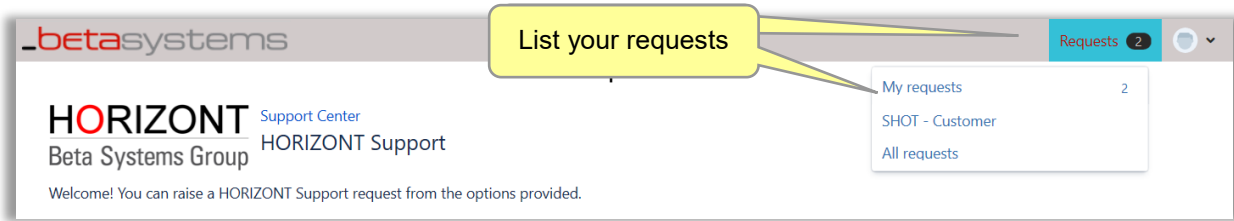
If you need more information's you can send the request back to the support with **>> Services**.

Status will move to **RECEIVED** again.

Use **Cancel** to set the request to **PROVIDED**.

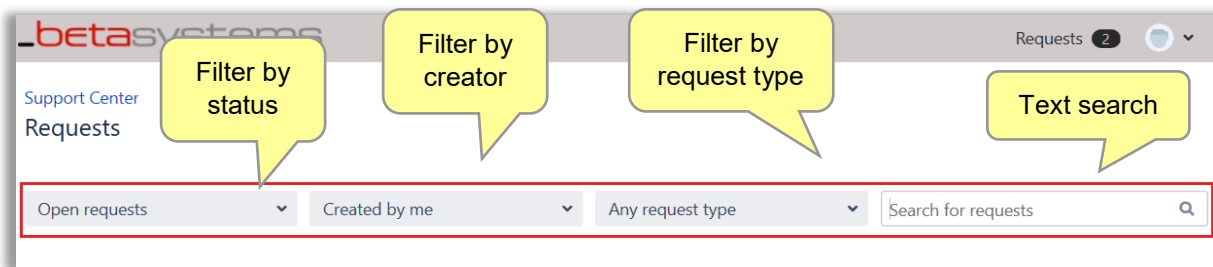
## 5. Manage existing requests

You can view all requests that have been created by you or where you have been assigned as participant.



- My requests      Only the requests that have been created by you.
- All requests    All requests that have been created by you or where you have been assigned as participant.

The Request page is displayed. By default, only the open requests are displayed. Optionally, you can filter the displayed requests.

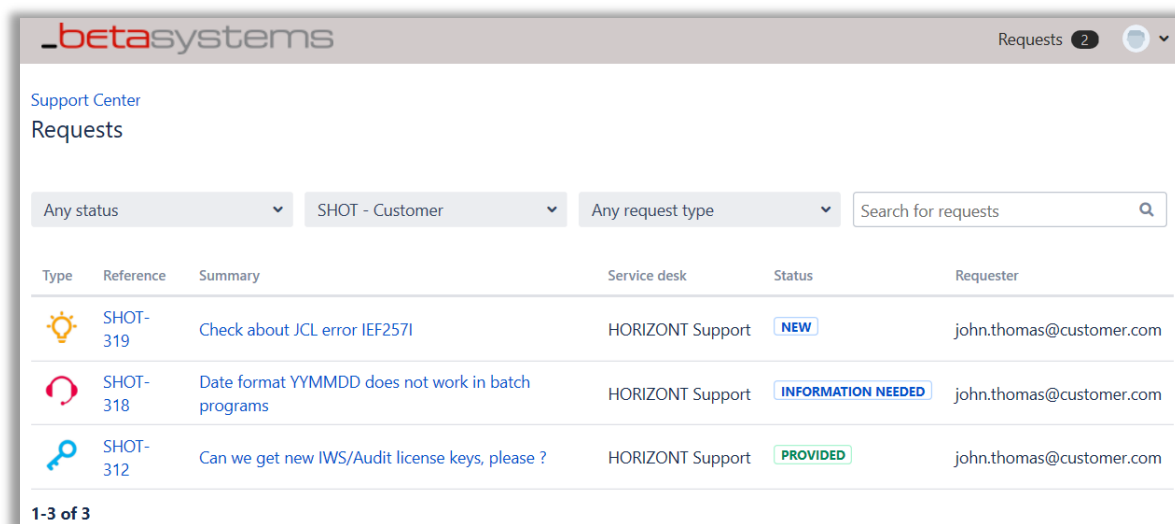


Note: Requests with status Resolved are only displayed under Closed requests and All requests.

The second filter can be used to filter by creator:

- Created by me                      only the requests you have created.
- Created by anyone                all requests that you have created or where you have been assigned as participant.
- Where I am a participant        displays only the requests where you have been assigned as participant.

Example of a request listing:



You can access the desired request by clicking the request number (Reference column) or request description (Summary column). The detail view of the request is displayed.