

Troubleshooting

For customers with a maintenance contract

Log-in to the [1E Support Web portal](#) with the credentials from your maintenance contract – it provides issue tracking, product hotfixes and knowledge base articles for each product.

Before you raise a support case, we recommend you:

1. Check the list of [known issues](#) to see if the problem you are encountering is listed and if we have a remediation for it.
2. Check our [When there is an issue](#) section to see if we have a resolution to your problem
3. Check the latest [Hotfix](#) to see if this issue is known and already addressed in an hotfix.
4. If you do not find what you want, [create a technical report](#) and [submit that together with your support case](#).

On this page:

- [For customers with a maintenance contract](#)
- [For customers evaluating Shopping](#)
- [Creating a technical report](#)

For customers evaluating Shopping

If you are evaluating Shopping, [contact us by email](#).

Creating a technical report

When you create your technical report, please provide us with the following details so that we can deal with your support case effectively when we look at it. Not having any these will very likely result in a longer resolution time as we will need to get in touch with you to obtain the missing files.

1. **Log files** – it must include the recorded time when the issue took place. If it does not, delete the logs and rerun the steps to replicate the issue. The table below details the log files we require:

For Issues related to	Required log files	Location of log files
Shopping	• Shopping.log	C:\ProgramData\1E\Shopping
	• ShoppingAPI.log	C:\ProgramData\1E\ShoppingAPI
	• ShoppingCentral.log	C:\ProgramData\1E\ShoppingCentral
Shopping Receiver	• ShoppingReceiver.log	C:\ProgramData\1E\ShoppingReceiver
Shopping and ActiveEfficiency integration	• Services.log	C:\ProgramData\1E\ActiveEfficiency

2. **Environmental details**
 - The version of Shopping you are running, including the latest patch for it
 - The version of ActiveEfficiency you are running, including the latest patch for it
 - The version of Configuration Manager you are running, including the latest patch for it
 - The version of SQL you are running, including the latest patch for it
 - The name of the machines, Application or Package IDs and the time when the issue occurred
 - The version of the Operating System you are running, including the latest patch for it
 - The scope of the issue – did it affect a particular geographical location, group of users or client machines
3. **Configuration**
 - If there were any recent changes made to your configuration
4. **Others**
 - Self-help troubleshooting steps you carried out
 - In the event of a service crash or if you are experiencing high CPU or memory usage, provide us with the dump file, event viewer logs, traces. We will provide you with FTP details to upload these files