

LAETUS STRIVES FOR CUSTOMER SATISFACTION!

Incident Report Form

Severity Level

HIGH (production cannot continue)

MEDIUM (production can continue but output is significantly decreased)

LOW (production can continue with minimal impact to output)

SERVICE REQUEST

Detailed Error Description

Affected Laetus Product (UP, S-TTS, INSPECTwt, ARGUSwt, POLYPHEMwt, ..)

Which production line is affected?

Software version used

Error codes shown

When does it appear?

What has been done?

Affected POs / USCs?

Date / Time of occurrence

Provide logs if possible

Provide screenshots/photos/videos if possible

Actions taken to resolve the error

If the issue is reproducible, please describe how?

Remote Access

If the system can be accessed remotely, please describe how?

preferred is laetus teamviewer

download either the fixed or random password solution with the link below and be prepared to start the application once contacted.

www.laetus.com