Information to Collect Before Contacting Support

Before opening a support request, collect precise information so the issue can be identified more quickly.

Information to provide

- Exchange Connector version;
- configured Exchange type: Office365, Exchange 2016, Exchange 2019 or Exchange SE;
- whether Office365 uses vtenext Proxy or a Custom Microsoft App;
- name of the affected user;
- affected module: Events, Tasks, Contacts or Organizations;
- direction that does not work: vtenext → Exchange or Exchange → vtenext;
- approximate date and time of the test;
- ID or name of the test record;
- selected Exchange folder;
- any recent changes to provider, account, folders or mapping.

Useful screenshots

When possible, include:

- the user's connection status;
- the Exchange Connector page showing automatic process status;
- the mapping for the affected module;
- the complete error message;
- the test record in vtenext and the corresponding Exchange item.

Do not include passwords, Client Secrets or other credentials in screenshots.

Describe a reproducible test

A useful report is specific, for example:

> User John Smith, Office365 Proxy. At 10:15 I created the event “TEST EXCHANGE 123” in vtenext. After the normal synchronization cycle, the event does not appear in the selected Exchange calendar. Changes from Exchange to vtenext do work.

This is much more useful than a generic report such as “Exchange does not work”.

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