

# Supportfall erstellen

A support case can be created in the following ways.

- By double-clicking on the *IBI-helpMe* symbol in the taskbar.
- By selecting *Create Support Case* from the menu that opens via right-click on the icon in the taskbar.
- By executing a keyboard shortcut (by default *WIN + SHIFT + H*)

If one of the above options is performed, the window for creating a Support Case will open.

Depending on the setting, a screenshot is automatically created before the dialog *Create Support Case* will open.

As can be seen in the following illustration, the user can view all information determined automatically, such as computer name, IP addresses, etc.

The screenshot shows a window titled "Supportfall - IBI-helpMe - Registriert für IBITECH AG". The window is divided into two main sections. On the left, there are input fields for "Supportkategorie\*" (set to "Software Problem"), "Anwendung\*" (set to "Anwendung A"), "Version" (set to "1.8"), "Betreff\*" (set to "Anwendung startet nicht mehr"), and "Beschreibung des Problems\*" (containing the text "Hallo, Ich kann die Anwendung nicht mehr starten. Können Sie mir weiterhelfen? Freundliche Grüsse J. Demo"). On the right, there is a list of system information: "Automatisch ermittelt", "Betriebssystem" (10.0.14393 Windows 10), "Systemtyp" (64-bit), "Computername" (demopc.demodomain.net), "Benutzername" (demodomain\demo), and "IP-Adressen" (192.168.16.123). Below this list is a dashed box containing a "1 Screenshot" icon. At the bottom of the window, there are two buttons: "Senden" and "Abbrechen". The footer of the window contains "© IBITECH AG".

If a link to the *Active Directory (AD)* exists and the *Mail AD* field has a valid email address when the user was created, the *IBI-helpMe Client* automatically reads the value so that the user can skip this step.

The behavior when creating a Support Case varies, depending on the delivery type setting. The behavior of the respective delivery type is explained on the relevant pages.