




Everybody's watching

AmberFin Technical Bulletin:

Creating a copy of a Repurposing Ticket

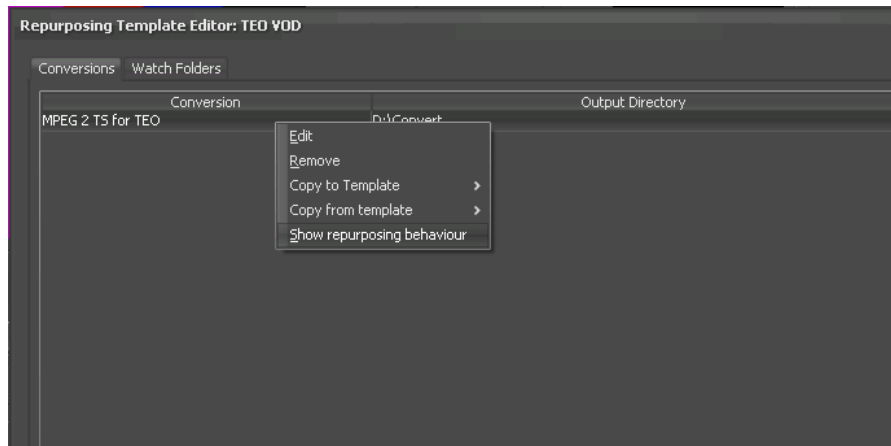
Sometimes during investigation of an issue, you may be asked to create a text file containing a repurposing ticket, this can be beneficial to help diagnose the source of a problem.

Follow the steps outlined below to create a text file containing the repurposing ticket.

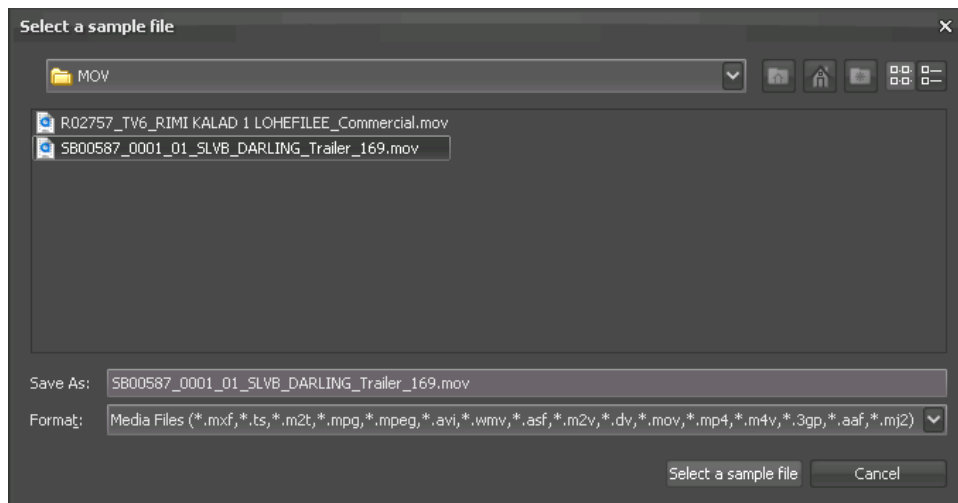
1. Open the iCR setup tab and choose the conversion profile under investigation.
2. Right click on the  beside the conversion profile drop down box and click Edit



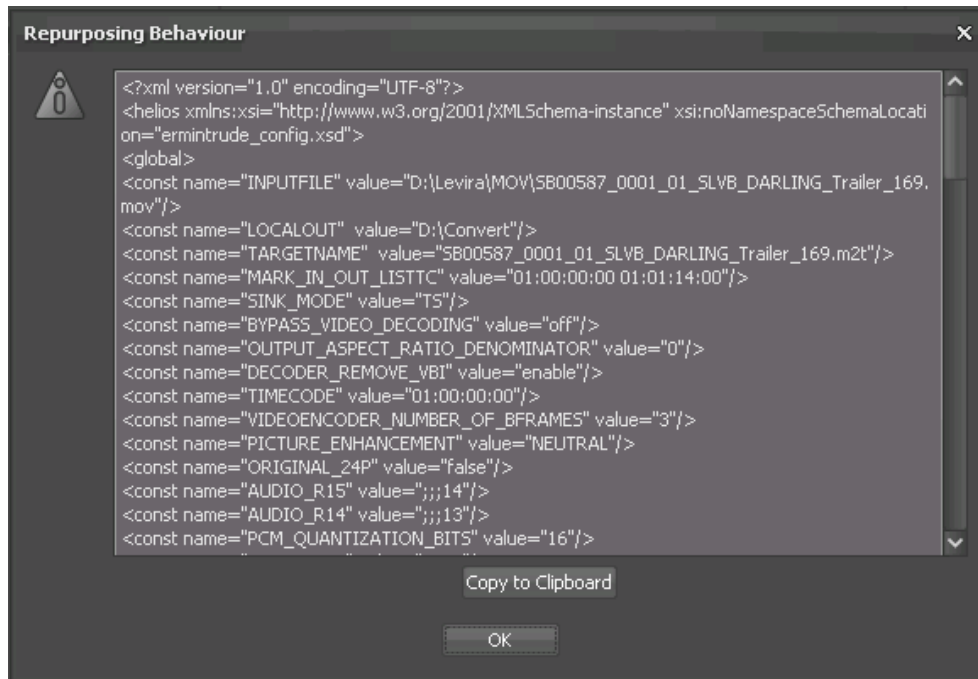
3. In the Repurposing Template Editor, while holding the Ctrl button right click on the actual conversion under investigation and choose Show Repurposing Behaviour.



4. You will now be asked to browse to a sample file, pick one which has reproduced the issue, or one directed to by Amberfin personnel



5. The Repurposing Behaviour dialogue box will now open, click copy to clipboard.



6. Now open a text editor and paste the copy of the repurposing ticket. Save this file and forward to Amberfin support.