Logging a SYSPRO Support Ticket

Version 1 – October 2025

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Logging a Support Ticket from the SYSPRO Portal

Accessing the SYSPRO Portal

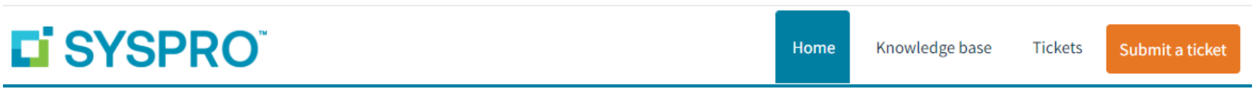
The SYSPRO Portal is available to SYSPRO Customers, Partners, and Staff. Use of the Portal requires a SYSPRO Profile to be able to login. If you do not already have a SYSPRO Profile, you can register for one using the URL below. There is an approval process, so access will not be granted immediately after registering, as checks will need to be performed against the request.

https://profiles.syspro.com/Account/Registration

The SYSPRO Portal is accessed using the following URL: https://support.syspro.com/en/support/home

Submitting a Ticket on the SYSPRO Portal

On the main page of the portal there is a button on the toolbar to **Submit a Ticket**.



There is also a **Submit a ticket** tile on the main part of the landing page.

Alternatively, you can go straight to the ticket logging page using this URL.
https://support.syspro.com/en/support/tickets/new

In all cases, if this is the first time that you have been to the portal today you will be requested to login to the portal. When prompted, you should use the **Login as a Customer or Partner** option and provide your credentials.

In our ongoing efforts to enhance security and streamline user access, Freshdesk (our ticketing system) will transition to using SYSPRO Online Profile credentials for authentication.

What is required from you? If you currently log support tickets in Freshdesk and do not have a SYSPRO Online Profile, you will need to register to continue accessing Freshdesk. Register Here

Need help or have questions? If you encounter any issues during the registration process or have questions about this change, please reach out to your local SYSPRO Office.

We appreciate your cooperation as we implement these security enhancements to provide you with a more secure and user-friendly experience.

Login as a SYSPRO Agent

Login as a Customer or Partner

Submit a Ticket Page

On the **Submit a ticket** page you will be prompted to answer some questions. The next question to be asked will depend on your answer to the previous question, as this form is dynamic.

The first question that you are asked is **What brings you here?** so that we know what type of ticket you want to log. The options are:

- Cloud ERP Hosting
- Compliance
- Private Hosting
- Product Suggestions
- Product Support
- Training and Education (SYSPRO LearnIt)

There are several ways that you may have purchased the use of SYSPRO.

- You have purchased the use of SYSPRO and have it installed in your own environment. This is sometimes referred to as On Premise.
- You have purchased the use of SYSPRO, and SYSPRO is hosting it for you in their Microsoft Azure environment. This is known as **Private Hosting**.
- You have not purchased the use of SYSPRO but are paying a subscription to use it in SYSPRO's Azure environment. This is known as **Cloud ERP Hosting**.

If you want to log a ticket about your hosted environment, and it is hosted by someone other than SYSPRO, please contact them for assistance, as we will not be able to help you.

Logging a ticket for Product Support

The **Product Support** option is for logging issues with the SYSPRO product or the components around it.

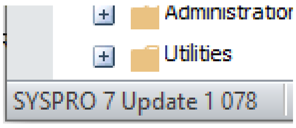
After selecting the **Product Support** option, the **Requester Contact** is displayed, and this will default to the email address of the person that logged into the portal.

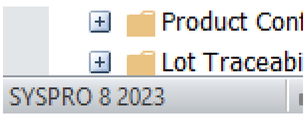
This is followed by the **Product** field. The list of possible options appears in a section called **Product** under **Common Options** at the end of this document, and you should choose the product that most closely matches what you are reporting. The most likely option to choose is **SYSPRO ERP**.

This is followed by **Your SYSPRO Version (Located on the bottom left corner of SYSPRO)**, and the available options are:

- SYSPRO 8
- SYSPRO 7
- SYSPRO 6.0/6.1
- Encore 5.0
- Encore 4
- Encore Award 3.2

The **SYSPRO Version** appears at the bottom of the SYSPRO screen, on the left. Below are examples from SYSPRO 7 and SYSPRO 8.





Note that all versions of Award and Encore, as well as SYSPRO 6, SYSPRO 6.1, SYSPRO 7 and SYSPRO 7 Update 1 are all retired products, which means that SYSPRO may be able to help with issues that you have, but will not be producing program fixes for these versions.

The **Release Version** field has a dropdown list of all the SYSPRO 8 Releases, plus an option called **Legacy/Other**. If you chose SYSPRO 8 in the **Your SYSPRO Version** option you should selecte the appropriate SYSPRO 8 release. However, if you chose any of the other versions of Award, Encore or SYSPRO, you should choose the **Legacy/Other** option. For example, using the first image above you would choose SYSPRO 7 for the SYSPRO Version, and **Legacy/Other** for the Release Version. Using the second image you should choose SYSPRO 8 for the SYSPRO Version and **SYSPRO 8 2023** for the Release Version.

The next option is the **Ticket Classification**, and you can select from 1 (most urgent) to 5 (least urgent). More information about this field appears in the **Ticket Classification** section under **Common Options** at the end of this document.

The **Subject** field should contain a short description of the issue, and the **Detail of issue or query** field should contain the detail of the issue. The **Detail of issue or query** section under **Common Options** at the end of this document explains more about how the information can be supplied in this field.

You can also upload one or more attachments to the ticket. When this option is selected a window is opened that enables you to select the file(s) to upload.

Click on the **Submit** button at the bottom of the screen to complete the process.

Common Options

Ticket Classification

There are five classification levels when creating a ticket, starting with 1 (the most urgent) to 5:
1 – Critical Issue (Impairs the business to the extent that the business can no longer transact)
2 – Serious Issue (Impairs a business process where a workaround may assist but requires a fix ASAP)
3 – Moderate Issue – Workaround is available, and the impact is low to the business and can wait for a fix
4 – Cosmetic Problem
5 – Usability issue

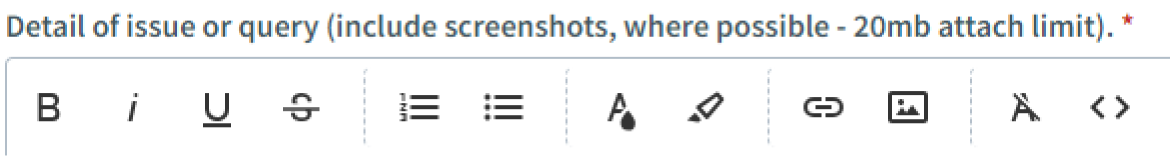
Choose the option that most closely matches how urgent the issue is to your organization.

Product

The Product option has a dropdown list of the following products. You should choose the most appropriate product from the list.

Detail of issue or query

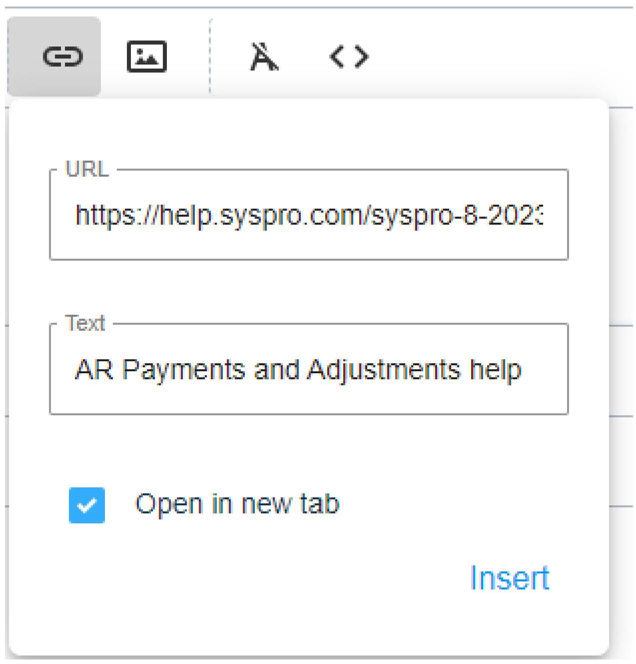
When completing the Detail of issue or query section, there is a toolbar that enables you to add formatting to the information being provided, as well as uploading images and links.



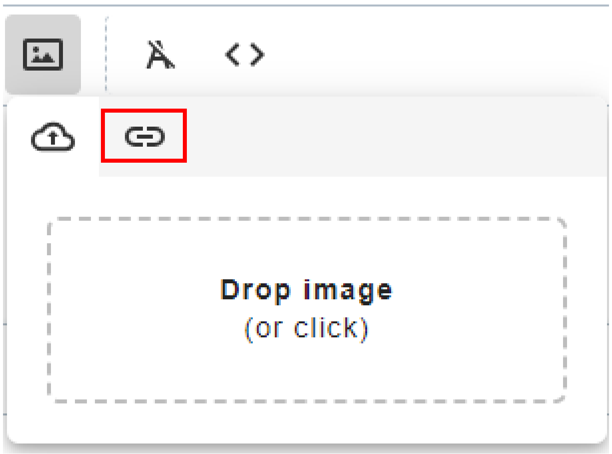
The first four items are to make the text bold, italic, underlined, or struck through. The next two options are to have an ordered list (where the order of the items is important) and an unordered list (which will uses bullet points, and the sequence does not matter).

This is followed by the options to set the set the text color and the background color.

The next option is to add a URL, for example to the SYSPRO Help (to show where you saw specific information) or a website that mentions an error message. You can provide the URL, and optionally text for this. If you just provide the URL the address will appear in the text. If you provide the URL and Text, the text will appear on the screen, and it will be a hyperlink to the URL.



The Insert Image option enables you to upload an image from a URL using the option highlighted in the image below, or by dragging an image and dropping it onto the space provided. This image will appear in the **Detail of issue or query** section.



The next option will remove the formatting from the text highlighted within the Detail of issue of query section.

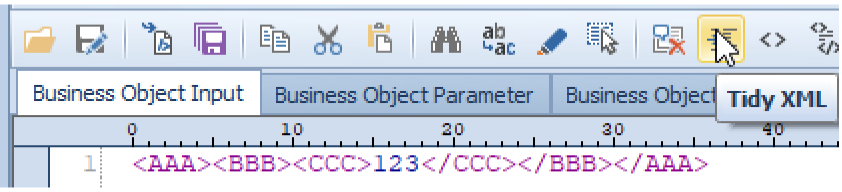
The final option is **Code Snippet**, which is used for providing code that is easier to read. You could just copy your VBScript code or XML into the Detail of issue or query section as text, but if you highlight it with the Code Snippet option it makes it much easier to read for the person that is looking at this issue.

At the top of the **OnRefresh** function is the following extract from the XML:

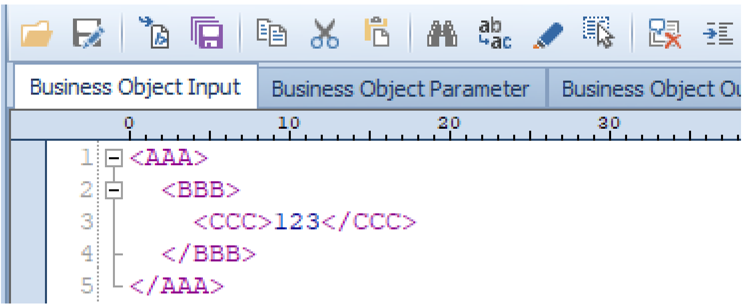
```
XMLParam = XMLParam & " <Query>"
XMLParam = XMLParam & "   <TableName>InvMaster</TableName>"
XMLParam = XMLParam & "   <NoXml>1</NoXml>"
XMLParam = XMLParam & "   <ReturnRows>999999</ReturnRows>"
XMLParam = XMLParam & "   <Columns>"
```

A related suggestion for XML is to first paste your XML into the Notepad++ utility. This has a Plugin called **Pretty Print** (under **XML Tools** menu option) that indents each level using a Tab character. If you do this first, then paste it into the Detail of issue or query section, highlight it and select **Code Snippet**, the XML will be much easier to follow for the person who must look at this issue.

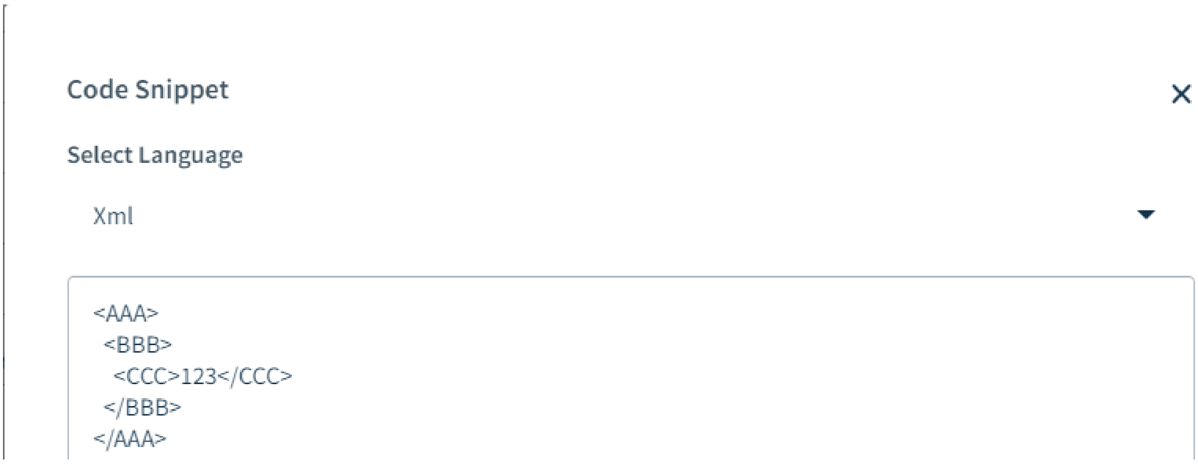
A similar function is available in the e.net Diagnostics utility called **Tidy XML**.



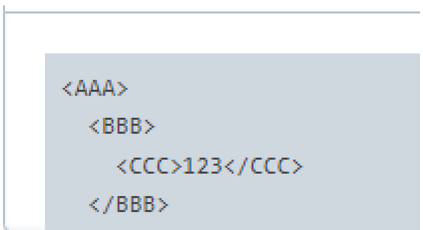
This indents each XML node by two spaces.



When you select the Code Snippet option you can specify what type of code it is using the Select Language option. In the example below XML has been chosen.



And this is how the code snippet will appear (with a background color and monospaced type).



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