

# Information needed for Support requests

## Information:

Environment
<ul style="list-style-type: none"><li>• Dynatrace Portal</li></ul>
Symptoms
I am experiencing an issue with the Dynatrace Portal. What information do you need from me in order to troubleshoot and resolve the problem?
Solution
<p>The Dynatrace Portal is monitored by Dynatrace AppMon; this permits our Network Operations Center and product developers to drill into errors as they occur, and quickly determine the root cause.</p> <p>To assist Support in escalating and resolving your issue quickly, please provide the following information:</p> <ul style="list-style-type: none"><li>• Your <b>Account Name</b> – When you hover over the user icon at the top right corner of the Portal, the account name is displayed: <i>Your Name @Account Name</i>. It is also listed at the top of your profile page (select <b>My Profile</b> from the user menu).</li><li>• The <b>username</b> you use to log in to the Portal.</li><li>• The <b>timeframe</b> the issue occurred, including your local <b>time zone</b>.</li><li>• A specific <b>description</b> of the issue. If an error message was displayed, the specific <b>wording of the message</b>, including a screenshot with the <b>Reference Code</b> if possible.</li></ul>
Root Cause
<p>When you an error occurs in the Dynatrace Portal, you may see a message with a Reference Code.</p> <p>This code references the specific Dynatrace AppMon PurePath associated with the error. Providing this code will assist us in quickly identifying the issue.</p>