Request Tracker

The Request Tracker is our **trouble ticket system**.
You can create new requests by sending an email to help-it@mpimet.mpg.de.

There are some rules on composing requests.

The DO's and DON'Ts, when writing a mail to help-it

In case you have a problem which is IT related and not already explained by this Wiki please write a mail to help-it.

Please **DO** provide in your mail as much of the following information as possible:

- Your name, your room number and your telephone number and, when mailing from a different account, your own e-mail address.
- The name and operating system (and the version of the OS) of the machine you are working on.
- A detailed description of what goes wrong. Plus error messages the system shows to you.
- A description of what you did before and when the problem occurred.
- A description of the things you tried to solve the problem.

We use a web interface to view your requests. It shows all previous mails you have sent and all our replies, so there is no need to quote them.

Please **DO NOT** do a couple of things:

- do not make full quotes (complete citations) of our mails when you reply. If necessary please quote only the (small) part you refer to.
- do not use very long signatures as they make the request tracking system confusing.

Thank you for your cooperation!

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