

How to select a support Case Priority

000019243 | Troubleshooting | Last updated 2026-09-10 | General Support

Question:

How do I set the correct Priority for my Support Case?

Answer:

Priority 1 – CRITICAL – *Production System only*

When the problem results in a complete loss of service. Typically, the issue has one or more of the following characteristics:

- Data is corrupted or lost due to Tungsten Software operational issues.
- Tungsten Software does not start
- Tungsten Software crashes and is unrecoverable
- Tungsten Software generates significant accuracy errors

Priority 2 – HIGH – *Production System only*

A production-inhibiting problem that causes a Tungsten software error or intermittent behavior, causing partial loss of service, where no acceptable workaround is available. Operations, however, can continue in a restricted fashion. Typically, the issue has one or more of the following characteristics:

- Tungsten Software fails, but a restart or recovery is possible
- Tungsten Software performance is degraded by 25% or more from the previous release
- A major feature is broken that seriously impacts usability and productivity

Priority 3 – NORMAL

Any other case.

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