**HDM Incident Reporting Template**

**Name of Company :**

**Name of Reporter :**

**Contact of Reporter :**

**Email :**

**Phone :**

**Date of Reporting :**

**Issue ID Number :**

*<Will be provided by PIO>*

**Issue Title :**

**Issue Description :**

**Issue Severity :**

**Issue Impact :**

* **What does not work ?**
* **Work-arounds (if any) ?**

**Steps Performed**

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**Product Details**

**HDM Version, Patch & Build :**

**Deployment Mode :**

* Appliance-Only
* Ultra-Lite Cluster
* Ultra-Lite StandAlone
* Lite-Cluster
* Lite-StandAlone
* Standard-Cluster
* Performance-Cluster
* Performance-StandAlone

*Note: This information can be found on PrimaryIO Global Plugin page Under* ***Administration->Configuration***

**Previous Fixes in Place ? (Yes / No) :**

If Yes, Issue ID Number :

**Environment Details**

On-Prem VCenter Version :

Cloud Target Type :

On-Cloud SDDC Version :

On-Prem ESX Version :

Guest VM OS :

Guest VM Version :

WAN Latency :

WAN Bandwidth :

**Product Logs**

HDM Logs :

Core Files (if any) :

Screen-shots of Appliance Control Panel :

VCenter Events (Screen shots) :

If required:

*VC Support* Output :

*VM Support* Output :