



Cutover Support and
Troubleshooting
Guide
Cutover Certification

What is this guide for?

In this guide we will outline some helpful tips to make the troubleshooting and support process quick and easy!

Troubleshooting an issue

If you need help using a feature please first search our [Help Center](#). Here we have a large library of articles and videos covering everything Cutover.

When troubleshooting a potential issue, aim to collect the following information to ensure you have everything you need to progress.

What

- What feature is being used, or action taken
- What was the expected outcome
- What was the actual result
- If it's a multistep process, bullet points outlining the step by step actions makes for clearer understanding
- Screenshots or a screen recording can make explaining the problem easier
- Impact/priority of the issue

Where

- Which runbook, workspace, page etc
- Provide the URL/web address where possible
- Does the issue happen on a different browser or device internet connection

Who

- Is the issue with a single or multiple users
- Collect names/email addresses of people with the problem

When

- Collect details of the date and time the issue occurred
- Is it still happening now, or was it a one-off or intermittent

Reproducing The Issue

With the above information you should be in a good place to try to reproduce the issue.

Confirm what user customer is reporting

Use a test runbook to replicate the actions the user is taking. This will help you gain a greater understanding of the question and see if it matches what they're reporting. You may find that it's simply a question of understanding what the expected behavior of the feature or function is. Don't forget you can check this against our articles and videos in the Help Center

Support Checklist Example:

Issue reported: I cannot see the Runbook I am supposed to

Questions	Information	Validate
What		
What feature is being used, or action taken?	User logs into Cutover and cannot find their runbook	
What was the expected outcome?	User is expecting to see Runbook called "App Recovery" Runbook ID: #3	If you have access to the runbook in question, check if you can see the runbooks under the workspace
What was the actual result?	The workspace runbook list is empty	Check if they have screenshots to share

Step by step outline of actions taken	<ul style="list-style-type: none"> • User logs in • Clicks on "ITDR" Workspace • The workspace does not contain any Runbook for them 	
Impact/priority of the issue	High, User needs to access the Runbook to review	Are they expected to execute any tasks or edit the runbook? Or do they just need to be able to see the runbook?
Where		
Which runbook, workspace or page?	Runbook called "App Recovery" Runbook ID: #3	
Collect the URLs where possible	https://subdomain.cutover.com/#/app/ITDR/runbooks/list	
Does the issue happen on a different browser or device internet connection	Issue happens both on Chrome and Firefox	
Who		
Is the issue with a single or multiple users	2 users	If other users have visibility of the Runbooks, At this point, it most likely would be Runbook Permission or Roles.
Affected users	user12@email.com User2@email.com	Once you know who the others are, check

		if they are: 1. In access management: check their roles and workspace access 2. In Runbook, make sure they are part of the runbook people list
When		
Details of the date and time the issue occurred	Today, 9am	They were added to Cutover this morning
Is it still happening now, or was it a one-off or intermittent	Problem is consistent	

Commonly asked Questions

Logging into Cutover

- If there are issues logging into Cutover, check the user has an active user account and is logging in with the correct credentials and login method
- Multiple unsuccessful login attempts will result in a template account lockout. A Workspace Manager can unlock an account under Access Management > User's profile > Unlock account

User Roles and Permissions

- If a user reports they can't access a Workspace or Runbook, check they have the correct Roles under User Management > User's profile > Roles.
- To create a new Runbook the user will need to have at least the Workspace Runbook Creator role. They will automatically become the Runbook Admin.

- For a user to edit or run a Runbook they'll need to be a Runbook Admin and at least a Workspace Member for the Workspace the Runbook is in.

An explanation of our roles can be found in this article: [Role Types and Permissions](#)

Adding users to Runbooks and Tasks

- To be able to assign a task to a user they'll need to have at least the Workspace Member role for the Workspace the runbook is in, and be a member of a Team within the runbook.

The process for administering teams and users and assigning tasks can be found in this article: [Runbook People Management](#)

Task ordering

- Within the default runbook Task List view, tasks are ordered with the following logic: *Planned start time > Dependency > Creation date > Alphabetical order.*

More information on task ordering and task creation can be found in the following articles: [Task ordering](#) [Add Tasks to a Runbook](#)

Task numbers

- Task ID numbers are assigned in chronological order and do not reflect the order in which the tasks will be executed

Notification settings

- Runbooks have optional notifications for runbook starts and task ready events. This preference can be set when starting a runbook and on an individual task basis within the task edit panel
- You can change these settings midway through the runbook run by clicking on the speaker icon on the runbook play button in the top right corner

More information can be found in the following article: [Automated Notifications](#)

Raising an issue to Cutover Support

Now you've collected as much of the above suggested information as possible, please share it with the Cutover Support Team via the "?" help icon and In-App chat, who will investigate.

Document History

Version	Date	Author/reviewer	Comment
v1	March 2023	Cutover	