

This page provides several options for displaying Defect, Request for Enhancement (RFE), and Corrective Action Request (CAR) objects which have been associated with the Cases that you can access.

This page **does not** provide access to all Defect/RFE/CAR objects, you will only see those which have been associated to Cases that you can also see.

Case Management

The screenshot displays the 'Case Management' interface. At the top, there are navigation buttons: 'Create Case', 'Export', 'Draft Cases', 'Cases', and 'Defects/RFEs/CARs'. Below these, there are two main filter sections. The first section, 'Show Defects/RFEs/CARs Related to', has two radio buttons: 'My Cases' (selected) and 'All Cases'. The second section, 'Filter Defects/RFEs/CARs Based on', has two radio buttons: 'Case Information' (selected) and 'Defect/RFE/CAR Information'. Below these sections, there is a 'Status' dropdown menu set to 'Open', a 'Date Range' section with 'From' and 'To' date pickers (26-Mar-2019 and 25-Apr-2019), and a search bar with a '--Search By--' dropdown and a 'Search Text' input field with a search icon.

The filter options work in combination to help you list the objects you want to see. The various selections are outlined below, with an explanation of the behavior of each one.

Filter Option Behaviors

My Cases or All Cases

Think of this as the top-level filter, and make this selection first.

- Selecting **My Cases** will display only those Defect/RFE/CAR objects related to the Cases for which you are the primary contact
- Selecting **All Cases** will allow displaying Defect/RFE/CAR objects which are related to any Case to which you have access (all Cases, for all your Support IDs)

Case Information or Defect/RFE/CAR Information

This selection determines which Status and Date range attributes are used to further filter the Defect/RFE/CAR objects to be displayed.

- Selecting **Case Information** means that attributes of a given Case will determine whether a related Defect/RFE/CAR object is displayed
- Selecting **Defect/RFE/CAR Information** means that attributes of each Defect/RFE/CAR object will determine whether it is displayed

For example, selecting **Case Information** and then selecting **Status** of Closed will display all Defect/RFE/CAR objects related **Cases which were updated within the displayed date range**. The Status of the Defect/RFE/CAR objects themselves are not considered, so the displayed list may include open and closed Defect/RFE/CAR objects.

In contrast, selecting **Defect/RFE/CAR Information** and then selecting a **Status** of Closed will display only Defect/RFE/CAR objects which themselves have a Status of Closed, and were last

updated within the displayed date range. The Status of the Case to which the Defect/RFE/CAR object is related will not be considered.

Date Range

The date range defaults to the last 30 days, but can be set to any range you desire. Be aware that the time required to retrieve records will increase with the span of the date range. There is also a single-query limit of 10,000 records. If your filter settings cause the query to exceed the limit, you will have to shorten the date range, or otherwise change your filter criteria to reduce the number of returned results.

Searching

You may also choose to search Defect/RFE/CAR objects based on one of the attributes in the following list. Keep in mind that you are not searching *all* Defect/RFE/CAR objects, you are searching the Defect/RFE/CAR objects that have been associated with a Case to which you have access. When searching, the previously described filter selections are ignored.

Searchable Attributes and Behaviors

- Case Account Name
List Defect/RFE/CAR objects associated with Cases for the specified Account Name
- Case Number
List Defect/RFE/CAR objects associated with a specific Case

- Defect/RFE/CAR ID
Find a single Defect/RFE/CAR object when its ID is known
- Defect Product
List Defect/RFE/CAR objects for the specified Product Name
- Defect Summary
List Defect/RFE/CAR objects which have the specified word or phrase in the Subject field
- Support ID
List Defect/RFE/CAR objects associated with Cases under the specified Support ID