



Eleven cases, thirty-four customers without the fix

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Fictional document — demonstration example

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Fictional document, produced for demonstration. **True at our end and false at theirs.**

Finding	Value
Cases closed "fixed in version 4.2"	11
Customers on 4.0 or 4.1	9
Mention of their version in the message	None
Reopenings within three weeks	6

What changes

Rule	Applied?
Close on the fix's installation	Yes

Rule	Applied?
Otherwise leave open with "fixed in 4.2, you are on 4.0"	Yes
Say what the upgrade requires at their end	Yes — downtime, dependencies, configuration rework
Close on the fix's existence	Never

An unreachable fix is not a fix.

Flagged to the product team	Value
Fixes available for more than three months	Yes, with the number of customers concerned
Of which a security fix	34 customers do not have it

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