

Kenta / Using Kenta

# Review diagnostic information before sharing it

Preview allowlisted context, choose attachments explicitly and keep credentials and unrelated customer data out of support records.

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► Applicability

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## Before you begin

- Authority to share the selected information with the intended case participants.
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## Procedure

### 1. Start with the minimum useful description

State the expected/actual behavior and a reproducible sequence. Use the safe application area rather than pasting an entire private URL.

Leave out passwords, MFA codes, invitation links, session tokens, API keys, card data, document bodies and unrelated records.

### 2. Inspect the exact proposed diagnostics

Open the diagnostic preview and inspect its actual allowlist: locale, timezone, viewport, browser family, application version, capture time and sanitized route. A request-correlation ID is included only when available. No automatic error logs, integration-health assertion or document body is collected.

Check the active organization and the recipient scope. Navigation context is sanitized; it is not permission to share arbitrary record data.

### 3. Choose any file deliberately

Select a screenshot or supporting file yourself. The application does not automatically capture the screen.

Review visible names, technical/source content and financial details before upload. Required scanning, type/size limits and authorized downloads still apply.

#### 4. **Share only the reviewed information**

Give explicit consent to the displayed diagnostics and submit through the permitted case workflow. If scope or contents change, review the current preview again.

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## Verify the result

The shared case contains only the deliberately selected, authorized description, diagnostic preview and permitted attachments.

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## What happens next

A diagnostic preview is not proof of live integration health. Staff-only notes and private source files must not be copied into a broader participant scope.

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## Troubleshooting

### **The preview or attachment is refused**

Check current scope, consent, file inspection and the displayed prerequisite. Keep the draft, refresh the authorized preview or provide a safer file. Do not remove a security check to force submission.