What preliminary information should be obtained before contacting Technical Support?

Question

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Answer

1) **An existing ticket ID.** Is this an ongoing issue? If it is, and a ticket is already open, please have the ticket ID available.

2) **Your system ID number**. If you cannot physically locate the system ID, start License Administration from the client or server machine and note the flexnet ID number listed.

3) **Valid support contract and certification**. In order to receive technical support, you must have both a valid support contract for the customer site, and completed certification training and distance learning for the most recent version of OnGuard.

4) **Your version of OnGuard.** If you do not know your version, you can locate it by starting an OnGuard application and selecting Help > About.

5) **Installed hot fix(es).** If necessary, check the installed hot fixes.

6) **Type of issue.** Is your issue related to digital video? If so, specify type of issue to the Technical Support Call Coordinator.

Applies To

Support Policies

Additional Information

None