

# What preliminary information should be obtained before contacting Technical Support?

Last Modified on 02/18/2022 1:54 pm EST

## Question

What preliminary information should be obtained before contacting Technical Support?

## 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

