

HOW TO OPEN A NEW SUPPORT CASE IN THE PROGRESS | IPSWITCH COMMUNITY

You can open a new case from the *Create a New Support Case* item in the **Progress | Ipswitch Community**. This page is reached by clicking *Contact Support* on the **My Products** page.

TO CREATE A NEW CASE:

Log in to the Progress | Ipswitch Community.

Click **My Support**. The **My Support** page appears.

Select the category for your question under the **Need Help** tab. Review the FAQs and Questions shown. If your question is not answered, click **Contact Us**.

Select the **Case Type**.

NOTE: If the *Technical Support* option is not available, it is often because you do not have an available license to an Ipswitch product. If this is not the case, please contact your sales representative.

Select the **Asset** on which you are entering the case. The **Product** and **Product Version** fields will auto-populate with the details from the selected asset.

In the **Subject** field, write a short description of your issue.

In the **Description** field capture the details associated with your issue. You can enter information about:

- › What you were trying to do when the issue occurred.
- › What happened when the failure occurred.
- › Any system messages or logs associated with the operation you were attempting.

NOTE: You can review the *Suggested Results* which provides information related to the information you entered in the *Subject* and *Description* fields of your case.

Select the **Priority** of your issue. The available priorities are:

- › **Low** - use for general inquiries such as enhancement requests, or for answers to general questions about Ipswitch products.
- › **Medium** - use for assistance with setup or configuration.
- › **High** - use for intermittent problems and stability issues that do not critically impact availability.
- › **Critical** - use when the product is critically impacting business and there is no work-around.

Select the **Operating System** on which the product is running.

Select your **Preferred Contact Method**.

Click **Add New Case**. The case is entered and the **Case Details** page appears.

NOTE: You can add an attachment to the case by adding a question and attaching the file to the question.

TO ATTACH A FILE TO YOUR CASE:

1. From the **Case Details** page, click in the **Post** area.

NOTE: The case *Posts* field can be used to attach a file to a case. You can enter a description of the file in the *Posts* field and add details in the *Details* field describing the file and its contents.

2. Enter the question or file information in the **Post** field.
3. Enter any details or additional information in the **Details** field.
4. Add a **Topic** to classify your question or comment.
5. Click the **Attach File icon** to attach a file. The **Select Files** screen appears.
6. To upload a file, click **Upload Files**. The **File Upload** menu appears.
7. Navigate to the location of the file and click **Open**. The file will be uploaded and attached to the case.
8. Click **Submit** to finish.

NOTE: You can attach up to 10 files to a case.

To get support, renew your service agreement, register for training, or hire a technical consultant, visit www.ipswitch.com/support.