

NOMACHINE		Guidelines to follow before opening a Support Enquiry	
Prepared by: Silvia Regis		N°: D-509/1-NXS-DOC	
Approved by: Sarah Dryell	Signature:	Date: 07/06/2007	Amended: D

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1. Before contacting the NoMachine support team

These guidelines are intended for NX customers who have purchased the software and are having problems with their NX set-up, installation and/or configuration.

In order to understand and resolve support requests quickly and accurately it is important that you understand and take the following steps before contacting the NoMachine Support Center. This will allow the team to evaluate the problem and deal with it accordingly and promptly.

1.1 Understanding your support request entitlements.

- ***Have you purchased NX Server and still in the free 30-day installation period?***

The NoMachine team can respond to your Support Enquiries that concern:

- 1) installation of the NX Server software for the target OS
- 2) installation of upgrades or bug fixes released in the 30 day period following the date of purchase
- 3) installation of NX Client

This period of Installation Support does not cover the following:

- 1) installation of upgrades or bug fixes of NX software made available after the 30 day period
- 2) enquiries about bugs and known limitations of the NX software
- 3) configuration of the NX software for the specific environment

- ***Have you purchased one of the support programs from the Extended Subscription Options?***

Customers who have subscribed to one of our extended programs will be able to get assistance with the following:

- 1) installation of the NX software for the target OS
- 2) configuration of NX software for the environment (see note below)
- 3) installation of upgrades of the NX Server for the target OS

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4) NX Client related issues

5) enquiries about possible bugs and known limitations of the NX software.

Specific details about the extended subscription options can be found here:

http://www.nomachine.com/enterprise_options.php

Please note that beta versions of software are not covered in either the free installation period or the extended subscription options.

1.2 Defining the problem

If you need to contact NoMachine for support, you will have to gather information about your problem. Below is an example of what will initially have to be communicated to the Support Team when opening a Support Enquiry.

- What version of NoMachine NX Server/NX Client are you running?
- Have you obtained the latest package from the NoMachine website?
- What steps led to the failure?
- Can the problem be recreated? If so, what steps are required?
- Have any changes been made to the system that might have triggered the issue?
- Were any messages or other diagnostic information produced? If yes, what were they?
- Were there any error number(s) or any messages received during the time of issue?

Note that this is not an exhaustive list. The customer might be asked for further information according to the issue they are reporting.

1.3 Gather Relevant Diagnostic Information

The logs from both the NX Server and NX Client are vital for our technicians to diagnose your problem efficiently and in a timely manner. It is recommended to have extracted them prior to the opening of the enquiry so that vital time is not lost in follow-ups requesting the logs. Make sure you follow the extraction procedure explained in "<http://www.nomachine.com/documentation/supp-request-3.x.php.php>". After which you can log in to the Support Center with your customer ID and proceed with the opening of your enquiry as normal.

IMPORTANT:

Our job is to ensure that the software works as expected with the various OSES that we support, and that the features it sports work accordingly. We also test the software with

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many distributions and many combinations of different applications. Unfortunately, we can't support all possible Linux applications, nor all possible combinations of environment configuration and thus we urge our customers to use the 30-day evaluation software in order to verify the interactive compatibility with their chosen platform and applications (please see http://www.nomachine.com/supported_applications). This period of evaluation is also fundamental for customers to assess the suitability of the software in their specific set-up and if the software fits their required feature specifications. On purchasing the software the customer is openly accepting that the software fulfills the requirements at its present released state (please see our EULA <http://www.nomachine.com/licensing>). NoMachine will not take responsibility for malfunctioning of NX software with third-party products that it does not claim to interact with, nor can it be responsible for NX software that does not fit the specific requirements of the customer because of its limitations.

Further useful information:

- [How to extract the logs](#)
- [Scope of Coverage](#)
- [What you Get](#)
- [Supported Applications](#)