

NOMACHINE		Getting started with the NX Support Center	
Prepared by: Bartolo Qualano		N°: D-501/01-NXS-DOC	
Approved by: Gian Filippo Pinzari	Signature:	Date: 07/06/2007	Amended: B

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The Support Center is the starting point for all NX users who need help with their NX installation. Whether you are a customer entitled to support directly from the NoMachine support team, or just looking for bug-fixes, hints and howtos, you should start your search here.

This document will explain the function of each section of the Support Center.

Knowledge Base



If you are looking for information about a specific topic then you begin your search here. By inserting a key word or words in the "Containing" field you will be able to locate any information relative to your question. If you search in "All" documentation, the KB can point you to documents, FAQs, current problems relating to the software and their bugfixes, and also the features waiting to be implemented.

Documents



Here you will be able to find the official Howtos and Documents that have been written to provide a deeper insight into the technical aspects of NX technology, NX software and how to use it.

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Articles & FAQs

Knowledge Base	Documents	Articles & FAQs	Software Updates	Feature Requests
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Here you will be able to find the official Howtos and Documents that have been written to provide a deeper insight into the technical aspects of NX technology, NX software and how to use it.

Software Updates

Knowledge Base	Documents	Articles & FAQs	Software Updates	Feature Requests
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This section provides important information about software updates and direct links to the download upgrades. Users can consult this area for information about new releases, pre-release snapshots and possible security issues.

Feature Requests

FAQs	Software Updates	Feature Requests	Trouble Reports	Support Enquiries
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Feature Requests is dedicated to implementations of the software that have either been requested by a NX user or even a developer. It allows the user to monitor the progress in NX development and also observe the direction that software development is taking month by month.

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Trouble Reports

FAQs	Software Updates	Feature Requests	Trouble Reports	Support Enquiries
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If you are having technical problems with your server or client software and/or you think it might be a bug, you can get access to our Trouble Report Management System. This section will allow you to search all of the past/current Trouble Reports, by inserting a keyword(s), and permitting quick access to bug-fixes, solutions and extra information concerning your particular issue and how to solve it.

Support Enquiries

FAQs	Software Updates	Feature Requests	Trouble Reports	Support Enquiries
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This section is accessible only to entitled customers and NoMachine partners. Customers who have purchased NX Server will be able to open an enquiry for a period of thirty days, after which they will no longer be able to ask for help from the NoMachine Support team. Please consult the [Advanced Support Options](#) about our full support program and these [Guidelines to follow before opening a Support Enquiry](#). By using your valid ID and password a support enquiry can be opened and monitored in real-time.