

While a case is open

Updates

You will receive an update from the case owner as appropriate.

Case Priority

The case priority is determined mutually by the Support Engineer and the customer.

Language

Our products are supported in English, German, French and Spanish. If your preferred language is not available, you may request a call back.

Communication

Your preferred method of communication (email or phone) can be agreed upon when you open the call.

Holiday Cover

If your assigned support engineer is unavailable, you will receive the details of the assigned back up engineer who will have full details of the incident in question.

Case Closure

Your case will be closed when it is resolved, no further troubleshooting is possible or you authorize the engineer in an email to close the case. Your case will be also closed if we do not receive any response from you after a period of 6 working days. During this time you will receive 3 reminders with the final one stating that your call will be closed the next day.

Escalation

During the process of troubleshooting your technical issue, it may become apparent that engineering assistance is required to resolve or further analyse the incident in question.

Escalation step 1

Case is escalated to our designated Escalation Team. Within 2 working days of escalation you will be contacted by the assigned Escalation Engineer who will introduce an action plan for resolution and discuss a schedule for updates.

Escalation step 2

If a fix is developed by Citrix Engineering to resolve the issue, a private fix will be provided for customer verification. Once a hotfix is built, tested, and documented, it will be provided directly to the customer. With confirmation of customer satisfaction, the incident will be closed.

Web Self Service Via MyCitix

You will see one of the following case status descriptions in OPRT, which have the following meaning:

- **Open** – Case has been opened. Awaiting engineer assignment
- **In Progress** – Support Engineer is working on the case
- **Pending** – Issue is being received by Citrix Engineer
- **Waiting on Customer** – Awaiting customer feedback/information
- **Suspended** – Case is put on "hold"
- **Assigned to Escalation Team** – Case has been escalated to the Citrix escalation team
- **Issue being reviewed by DEV Analysis Team** – Case has been passed to the Development Analysis team for review
- **Closed** – Case has been closed

Follow the sun*

To obtain support outside of business hours** you will need to call our main switch or free phone number. Once you enter your Support Agreement number followed by the # key, your call will be routed automatically to one of the on-line Citrix Support Centres:

- Americas support centre in Ft. Lauderdale, Florida, US
- EMEA support centre in Dublin, Ireland
- APAC support centre in Sydney, Australia.

A Citrix representative will log the incident and work the case as normal.

* Available for customers with 24x7 access only

** EMEA support centre business hours are: 8am to 6pm GMT Monday to Friday

Special situations need a special response

Citrix Technical Support On Site

When your business faces unexpected outages or loss of service, you sometimes require more than a remote support offering can provide. At Citrix we understand the importance of rapid quality response and availability. On-site services include problem diagnosis, troubleshooting and problem resolution. Support Engineers develop and review an agenda together with the customer's technical team. All customers with an existing Citrix support contract can avail of the on-site service with 3 days notice.

Other requirements

- An on-site contract needs to be signed before the visit takes place
- Customer needs to submit a Purchase Order before the on-site visit takes place
- All requests for on-site visits must be for a minimum of one (1) day

Contact us

Please contact your Support Account Manager (SAM), Technical Relationship Manager (TRM) or Citrix Support Engineer in order to request on-site technical support.



Feedback on Technical Support

We at Citrix Technical Support seek ways to continuously improve the quality of our services. The opinion of our customer is considered to be the most helpful source of information for our organization to evolve. We would appreciate receiving your feedback which will be used to help us provide the support you need as well as identify areas in which we can improve.

Please choose the most suitable way of supplying us with your feedback from the following channels:

Signature in each engineer's email

Citrix engineer's email signature carries the name, direct phone number and email address of their manager. Customers are invited to make use of these for feedback.

General email address

We also have a general email address for feedback. Customers are invited to email support.feedback@eu.citrix.com for any comments, suggestions or queries on the quality of technical support.

Feedback Survey

When a case is closed we will ask you from time to time to provide your feedback for that particular case and support by filling in our survey. This way you can evaluate Citrix Technical Support and give us important information about your experience in only just a few minutes time.



Dear Customer,

Welcome to Citrix Technical Support!

At Citrix, we want to provide the highest quality of technical support to ensure your IT environment operates at peak efficiency.

You have been identified as one of the individuals entitled to technical support. This leaflet will provide you with instructions on how to obtain technical support. You will find important information on how to contact us and on how to use Citrix Technical Support in the most efficient way.

By now you should have received an individual PIN which enables you to log technical support cases. If you have not received your individual agreement number yet, please contact your Support Account Manager or Technical Relationship Manager. If you call for hardware product support please have your serial number or PIN ready. An agreement number is not needed.

This welcome pack contains everything to get you started with Citrix Technical Support. We look forward to serving you and building a long-lasting relationship.

Citrix Technical Support



How to access Citrix Technical Support

Toll-Free Numbers

General number: +353-1-8055000

Country	Free phone	Country	Free phone
Austria	0800 292 518	Netherlands	0800 022 5829
Belgium	0800 72275	Norway	800 10882
Denmark	80 88 46 16	Portugal	800 844 100
Finland	0800 117093	South Africa	0800 99 1235
France	0800 91 81 15	Spain	900 96 8942
Germany	0800 182 5549	Sweden	0200 285432
Ireland	1 800 509 215	Switzerland	0800 564 652
Italy	800 783981	UK	0800 587 9031
Luxembourg	800 2 3378		

More Toll-Free numbers on www.citrix.com/contact

Web Self Service via My Support

MyCitrix portal allows you to:

- Open/log new cases
- Add notes to existing cases
- Track case status
- Close resolved incidents
- Track Knowledge Base searches
- Manage your profile – update information and change MyCitrix login and password
- Update customer contact and address information

Steps to open a support case:

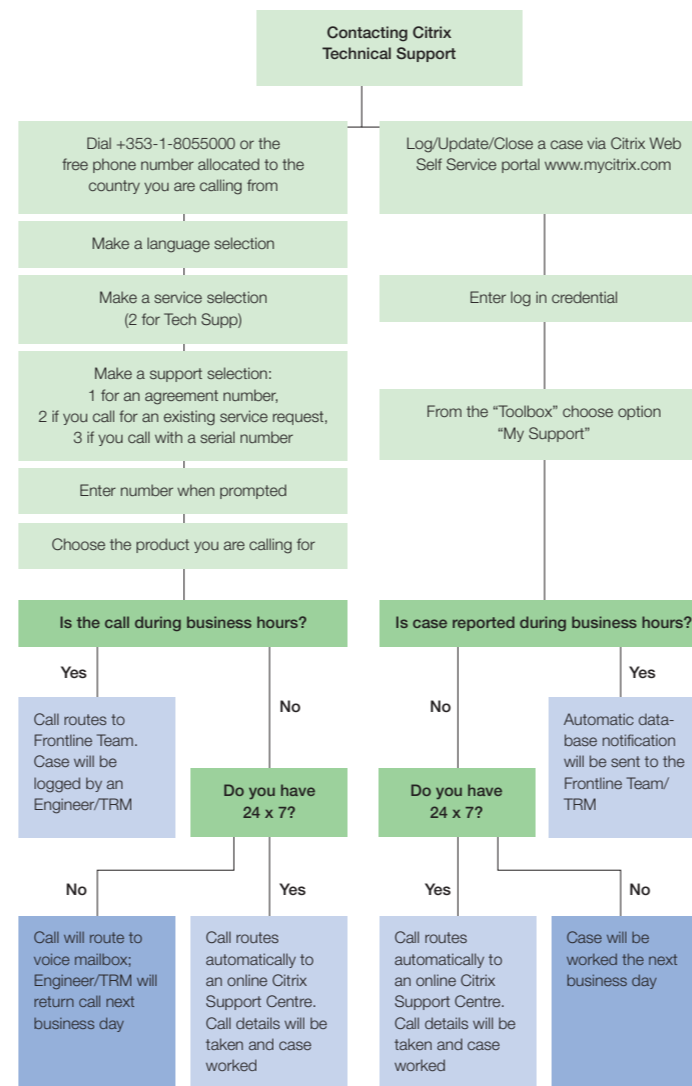
- Go to www.mycitrix.com
- Log on to your MyCitrix account using your credentials
- Go to “Choose a Toolbox” and choose option “My Support”
- Click “Create Service Request”
- Choose Support type = “Technical Support”

For Software Support – Service Request Type = “Services Support”, fill in and submit the form that appears (your agreement/PIN number is chosen automatically by the system)

For Hardware support – Service Request Type = “Serial number support” Mark or type the serial number of the box that you need support for, fill in and submit the form that appears

How to contact Citrix Technical Support

To open a case during business hours, please follow the process according to the chart. **Please be advised that Citrix Technical Support can be accessed by valid support agreement holders only.** After the call has been logged, please make sure you received your **case reference number**.



Check List

Software Support

To facilitate prompt service, we ask that you keep this checklist of required information close by for reference when you call.

- **Service agreement number**
- **Product version**
Service pack level
Hotfixes
- **Client operating system**
Service pack level
ICA® Client version
- **Server operating system version**
Service pack level
Hotfixes
- **Web server operating system version**
Service pack level
Hotfixes
- **Description of issue**
- **Steps to reproduce issue and troubleshooting diagnostic steps taken**
- **Last changes made to server and/or server farm**
- **Network configuration**

In the event that remote access by one of our Citrix Technical Support Engineers may be necessary, the following may speed up the troubleshooting process:

- **An account with administrative rights**
- **Dial-in information**
- **VPN information**

RMA and Hardware Support

Should you suspect a material failure please contact technical support following the process above. Please refer to the **RMA call check list** in order to prepare the information that needs to be available for the call. Should you have an RMA issue an incident will not be deducted from your contract.

To quickly and accurately resolve the RMA issue the following information needs to be available for the call:

- **Serial number**
- **MAC address from the first interface of the unit**
- **Exact model type (for e.g. 9950SX)**
- **Interface type (fibre or copper)**
- **Current software version**
- **Symptoms of unit failure**
- **Customer Name & Address**
- **Ship-to address, contact name, contact phone number, contact email address for replacement unit**
- **Contact name, phone number and email address of person who will handle the RMA return**

For Citrix Access Gateway please make sure that it is registered online according to the **CTX110786** article. In order to register your CAG the following information is required:

- **Serial number**
- **MAC address**
- **Purchase date**

About Citrix

Citrix Systems, Inc. (Nasdaq:CTXS) is the global leader and the most trusted name in application delivery infrastructure. More than 215,000 organisations worldwide rely on Citrix to deliver any application to users anywhere with the best performance, highest security and lowest cost. Citrix customers include 100% of the Fortune 100 companies and 99% of the Fortune Global 500, as well as hundreds of thousands of small businesses and prosumers. Citrix has approximately 8,000 channel and alliance partners in more than 100 countries. Annual revenue in 2007 was \$1.4 billion.

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