



Citrix Hardware Technical Support

Citrix hardware technical support authentication process has been enhanced to ensure we are able to verify technical support access for all customers that are entitled to support via current maintenance contracts. This process verifies technical support entitlements by matching serial numbers against valid maintenance contracts. Citrix is discontinuing the creation of new technical support agreement numbers for hardware customers. As current technical support agreements expire, they will not be renewed. All technical support agreements will expire by the end of 2009 (except for multi-year purchases), at which point access to technical support will occur via the hardware device serial number for all customers. This new process enables any contact in a given company to receive support for any NetScaler /WanScaler device that has a valid maintenance agreement in place.

To open a Technical Support Service Request by Phone:

- Call 1-800-424-8749
- Select #3 for Technical Support
- Select # 3 for Hardware Serial Number
- Select #2-6 depending on your product
 2. Access Gateway Advanced Edition
 3. Access Gateway Enterprise Edition
 4. NetScaler & Application Firewall
 5. WanScaler
 6. Application Gateway & Communication Gateway
- Select #2 for Critical Issue and have your serial number ready. This will route the end user to the Triage team who will open the Service Request against the serial number and then transfer the end user to the queue.

To open a Technical Support Service Request online:

1. Log in to MyCitrix account
To create a MyCitrix account, new users should go to [MyCitrix](#), click on the link on the left for New Users. You will see this box on the next page and you should click on "Find your company account"

Important Note

Please verify if your company already has a MyCitrix account, before you submit your email above.

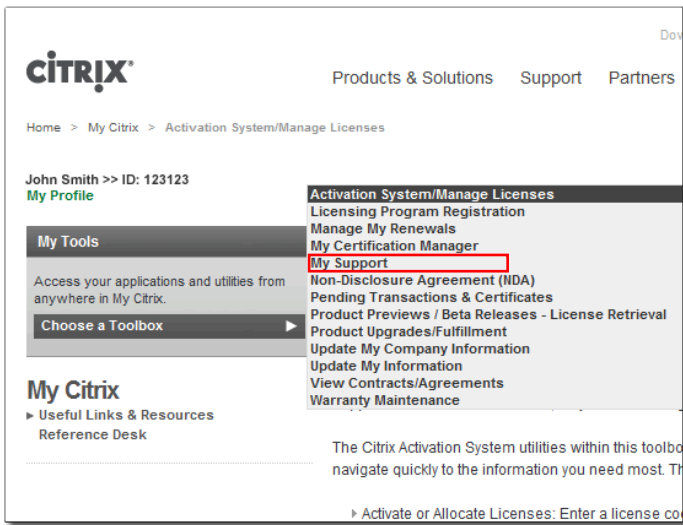
[Find your company account](#)

Attention Citrix Partners:
Please call your Business Contact to set up your MyCitrix account.

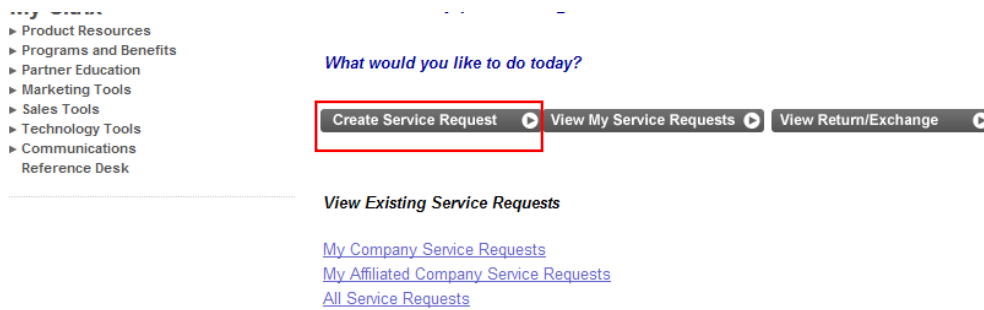
[Find your Business Contact](#)

Insert your serial number and hit search. You will then click on the link to Add a New Contact. This will enable you to setup a MyCitrix account to open cases via MyCitrix.

- After logging into [My Citrix](#), you will navigate to the Toolbox and select "My Support". This will direct you to the eService Self Service Homepage.



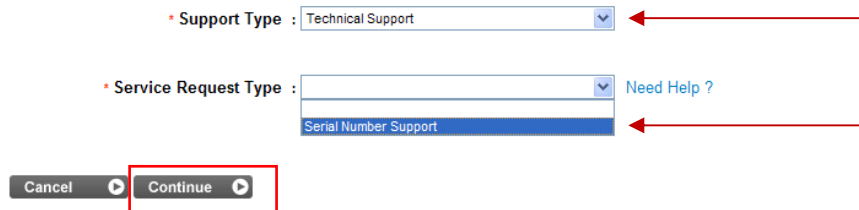
- From the next screen click on "Create Service Request"



- On the next screen:
 - From the "Support Type": Pull-down menu, select "**Technical Support**"
 - the "Service Request Type": Pull-down menu, select "**Serial Number**"
 - and click "Continue".

Notes:

Fields marked with * are required in order to submit the service request.
 Fields marked with * are conditionally required / optional in order to submit the service request.
 Using your browser **Back**, **Forward** or **Refresh** button will cause an error.



- From the next screen you will be able to choose from your company's list of Assets, or select "**Skip Serial # Selection**". You will be able to manually enter the serial number of the asset on the next screen.

My Citrix

- ▶ Product Resources
- ▶ Programs and Benefits
- ▶ Partner Education
- ▶ Marketing Tools
- ▶ Sales Tools
- ▶ Technology Tools
- ▶ Communications
- ▶ Reference Desk

Select Hardware Serial

Please select the asset by clicking on the ">" associated with your item below. If you do not see the desired asset below then select "**Skip Serial # Selection**". You will be able to enter the serial number of the asset on the next screen.

Notes:
Fields marked with * are required in order to submit the service request.
Fields marked with * are conditionally required / optional in order to submit the service request.
Using your browser **Back, Forward or Refresh** button will cause an error.

1 - 10 of 10+ << Previous **Next >>** Skip Serial# Selection

Serial #	Account	Product	Release	Version
> 00:30:48:83:F3:B4	Citrix Systems Inc.	Citrix Access Gateway	HV 2000 - Unit	
> S5013CM15704975	Citrix Systems Inc.	Citrix Access Gateway	HV 2000 - Unit	
> 00:30:48:83:F2:62	Citrix Systems Inc.	Citrix Access Gateway	HV 2000 - Unit	
> S5013CM15704972	Citrix Systems Inc.	Citrix Access Gateway	HV 2000 - Unit	
> S5013CM15706371	Citrix Systems Inc.	Citrix Access Gateway	HV 2000 - Unit	
> 00:30:48:83:F5:5A	Citrix Systems Inc.	Citrix Access Gateway	HV 2000 - Unit	
> 00:30:48:83:FA:C6	Citrix Systems Inc.	Citrix Access Gateway	HV 2000 - Unit	
> S5013CM15708599	Citrix Systems Inc.	Citrix Access Gateway	HV 2000 - Unit	
> S5013CM15708603	Citrix Systems Inc.	Citrix Access Gateway	HV 2000 - Unit	
> 00:30:48:83:FA:B0	Citrix Systems Inc.	Citrix Access Gateway	HV 2000 - Unit	

- Click on "**Submit Request**" and your Service Request Number will appear on the follow-up screens and you will have successfully created a Service Request with Technical Support.