



Contacting Citrix Technical Support

Quick Reference Guide

This brochure shows how customers with current support contracts can contact us over the phone or online



Accessing Technical Support

Software Support customers

If you are a Software Support customer, you have designated named technical contacts who can call to create a service request. These designated technical contacts receive individual PIN numbers. The PIN, required when you contact Citrix for a service request, determines your support entitlement.

Appliance Maintenance customers

If you are an Appliance Maintenance customer, you have an unlimited number of contacts who can call to create a service request. The device serial number, required when you contact Citrix for a service request, determines your support entitlement.

Need your PIN or device serial number

If you need assistance obtaining your PIN number or your device serial number, please log into [MyCitrix](#) or contact [Citrix Customer Service](#).

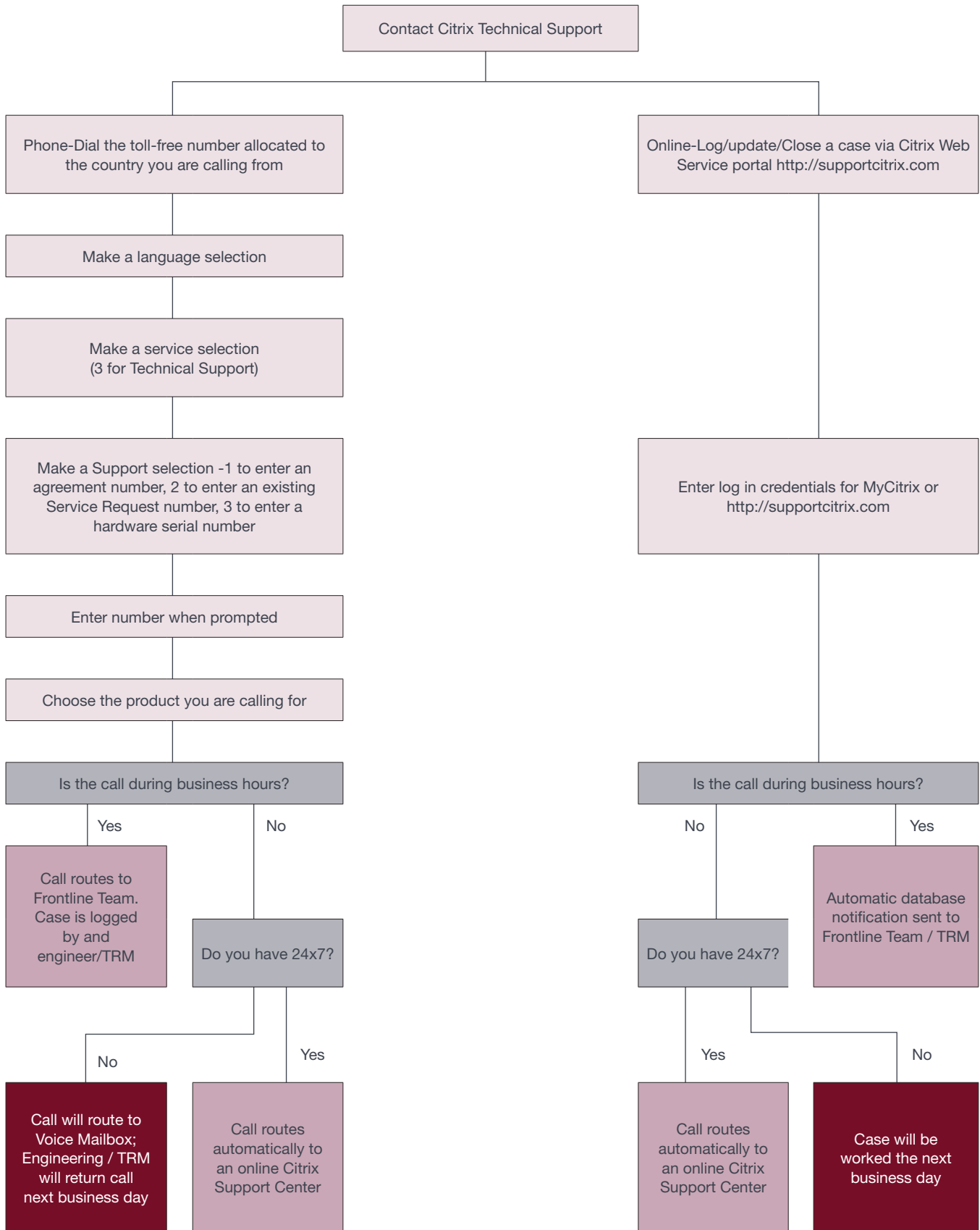
How to reach Citrix Technical Support

1. **Phone** – For a list of contact numbers, please visit <http://www.citrix.com/contact>. If there is no toll-free number listed for your country, please directly dial +1 954 267-3000.
2. **Online** – Go to the Knowledge Center <http://support.citrix.com/>. Click Log it on the left hand side of the page. Enter your MyCitrix or support.citrix.com credentials.

Self help resources

- **Knowledge Center** – The Citrix Knowledge Center <http://support.citrix.com/> is your first stop to find information and tools to solve your support issues
- **Top Troubleshooting Guides** – The [Top Troubleshooting Guides](#) provides information on how to narrow, identify and start troubleshooting issues occurring across any of the Citrix products.
- **Support troubleshooting videos** – Over 200 Technical Support How to Videos cover 14 different products <http://www.citrix.com/tv/#tags/technical+support>
- **Support Forums** – Share ideas, opinions and information quickly and easily through discussion forums <http://forums.citrix.com/support>
- **Support Blog** – The Citrix Support Blog provides insights and views from the Technical Support team <http://community.citrix.com/blogs/tag/team-technical-support>
- **Social media** – Use our social media resources to connect with support on Facebook <http://www.facebook.com/citrixsupport> and Twitter <http://twitter.com/citrixsupport>
- **Learn more about our programs** – [Software Support Programs](#) or [Appliance Maintenance Programs](#)

Business hours service request flow





Creating a Service Request

Phone – The fastest way to create a High severity case (severity 1: production is down or environment is severely degraded) is to contact Citrix Support via the phone. For a complete list of Citrix Technical Support contact numbers, please visit <http://www.citrix.com/contact>. If there is no toll-free number listed for your country, please directly dial +1 954 267-3000.

Online – eService is best for Medium and Low severity issues. To use eService, you will need to log in using your [MyCitrix](#) or [Support.citrix.com](#) account. If you need help with your account, please contact [Citrix Customer Service](#).

Utilize the eService system by following the steps below:

1. Go to [support.citrix.com](#)
2. Click **Log it** button
3. For Support Type, select **Technical Support**
4. Choose **Services Support** for all software related issues
5. Choose **Serial Number Support** for all hardware related issues
6. The resulting page offers three options:
 - **Create Service Request** – To submit a new service request and get a service request number
 - **View My Service Requests** – To check status, add notes and run reports on your service requests
 - **View Return/Exchange** – To view any returns or exchanges you have submitted

Checklist to help expedite your service request

Software Support checklist

- ✓ Service PIN number
- ✓ Service product
 - Version
 - Service pack level
 - Hotfixes
- ✓ XenApp Plug-in version
 - Operating system version
 - Service pack level
- ✓ 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 or server farm
- ✓ Network configuration

Hardware Support checklist

- ✓ Appliance serial number
- ✓ Firmware version
 - Release
 - Build
 - Classic or Ncore version
- ✓ Description of issue
- ✓ Steps to reproduce issue and troubleshooting diagnostic steps taken
- ✓ Explanation of your network layout or network topology diagram
(if possible including IP information)
- ✓ A network trace if networking issue
- ✓ For NetScaler and AGEE issues, Please have the support file ready:
System Diagnostic, Technical Support Tools, Generate Support File, Run,
Download the file, support.tgz

If remote access is requested for software or hardware support, you will need:

- ✓ An account with administrative rights
- ✓ Internet access to utilize Citrix GoTo Assist
- ✓ VPN information

Service request and technical escalation process

STEP 1

Service request

- Customer contacts Citrix to open a service request
- Customer chooses Technical Support option from phone prompt or eServices

STEP 2

Engagement with Frontline Technical Support team

- A Support Engineer works with you to identify issue and begins troubleshooting steps
 - A Support Engineer may engage with a Citrix Technical Lead as necessary
 - The Support Engineer may request additional information from customer to assist in troubleshooting process
- Once all action items have been completed, if the Support Engineer cannot resolve the problem and no progress is being made on the case, it may be transferred to the Citrix Escalation team

STEP 3

Issue transferred to Citrix escalation team

- Case is assigned to Escalation Engineer
- Assigned Escalation Engineer contacts the customer
- The Escalation Engineer reviews case and continues troubleshooting activities
- If the Escalation Engineer determines the issue requires a code fix or code-level analysis, the Citrix engineering team will be engaged

STEP 4

Escalation team engages with Citrix engineering team

- The Escalation Engineer engages with Citrix engineering
- The Escalation Engineer serves as liaison to Citrix engineering team
- Citrix engineering works to resolve case for customer

Progress of your Service Request

- **Updates** – To review the progress of your case, please log into eServices.
- **Service Request Priority** – The case priority is determined mutually by the Support Engineer and the customer.
- **Service Request Closure** – Your service request will be closed when it is resolved, no further troubleshooting is possible or you authorize the engineer in an email to close the request. Your request will be also be closed if no feedback has been received after three attempts to contact you over the course of six business days. During this time, you will receive three reminders with the final one stating that your request will be closed the next day.
- **Reopening a Service Request** – You will have 30 days from the service request closure to reopen a request if necessary. If the 30 days have lapsed, a new service request will be opened.

Customer satisfaction

Citrix Technical Support values and promotes customer satisfaction. We welcome customer feedback and encourage you to get involved through the following channels:

- **Customer Satisfaction Survey**

Upon closing a service request, we randomly select cases to be surveyed. For that reason you might receive a request to fill in an online questionnaire. We would very much appreciate it if you would help us ensure the quality of our service by taking a short, five-minute survey.

- **General feedback**

If you wish to provide us your comments or suggestions, please contact support on Facebook <http://www.facebook.com/citrixsupport> or Twitter <http://twitter.com/citrixsupport>. You can also contact us by email support.feedback@citrix.com

- **Technical Support Engineer email signature**

Each Technical Support Engineer's email carries the email address of her manager. Feel free to contact the manager directly if you wish to provide any feedback, suggestions or queries on the quality of your technical support experience.

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About Citrix

Citrix Systems, Inc. (NASDAQ:CTXS) is a leading provider of virtual computing solutions that help companies deliver IT as an on-demand service. Founded in 1989, Citrix combines virtualization, networking, and cloud computing technologies into a full portfolio of products that enable virtual workstyles for users and virtual datacenters for IT. More than 230,000 organizations worldwide rely on Citrix to help them build simpler and more cost-effective IT environments. Citrix partners with over 10,000 companies in more than 100 countries. Annual revenue in 2010 was \$1.87 billion.

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