



Citrix Technical Support™

IT Support starts here

Your Citrix Technical Support checklist

The Citrix Technical Support Team is dedicated to helping resolve your IT issues quickly and accurately. To facilitate prompt service, we ask that you keep this checklist of required information close by for reference when you call.

Please refer to your **Citrix Technical Support ID Card** for specific contract information and contact numbers for the support center in your region.

- | | |
|------------------------------------------|------------------------------------------------------------------------------|
| ✓ Service agreement number | ✓ Web server operating system version |
| ✓ Product version | — service pack level |
| — service pack level | — hotfixes |
| — hotfixes | |
| ✓ XenApp Plug-in version | ✓ Description of issue |
| — operating system version | ✓ Steps to reproduce issue and troubleshooting diagnostic steps taken |
| — service pack level | |
| ✓ Server operating system version | ✓ Last changes made to server or server farm |
| — service pack level | ✓ Network configuration |
| — hotfixes | |

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**
- ✓ **Internet access to utilize Citrix GoTo Assist**
- ✓ **VPN information**

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