

Technical Support Information

For Highwinds Software Support, please submit a support request by opening a ticket at the following website:

<http://support.highwinds-software.com/>

- 1.) In the event of a critical, service-impacting issue:
- 2.) Call 1-866-NNTP-119 (866-668-7119) or 1-407-249-2221
- 3.) Press "2" for Support
- 4.) You will be put in touch with a software engineer.
- 5.) Tell the 24 hour support staff your issue, contact information, and the urgency of the situation.
- 6.) The support staff may ask you to run a few programs on your server and have you mail the output to us for analysis.
- 7.) You will receive a call within 45 minutes of your original call, by an engineer assigned to your issue.

Key Requests

Permanent and Evaluation Keys

To request new permanent, and temporary keys, email:

keys@ticket.highwinds-software.com

3 Day Keys

To assist you with key related outages you may experience, we have brought up an automatic 3 day key generator. Just visit

<http://www.highwinds-software.com/licensing/3daykey.aspx>

fill out the form, and press submit. A 3 day key will be delivered to you via email immediately, and a key support ticket will be opened. This will allow you to bring your server back online right away, and allow us to track your problem and arrive at a speedy resolution.

Requests For Enhancement

Request for Enhancements should be submitted to the form listed on

<http://rfe.highwinds-software.com/>