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## How to report an issue and contact Support?

Posted by Erik - 2006/12/07 22:05

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The best way to reach our support team is to open a support ticket online.

\* Opening a new Support ticket \*

1. Using your web browser, go to <http://www.graphon.com/support/unix-support-req.shtml> and fill out the form as complete as possible
2. Open ONE ticket for each (separate) issue
3. Next, you will receive a confirmation e-mail with a TICKET NUMBER in brackets (example: ). Please reference the ticket number for all correspondence.

\* Reply or follow-up to an Open Ticket \*

1. For all e-mails regarding this specific issue, simply reply to the confirmation e-mail.
2. Alternatively, place the TICKET NUMBER text string in BRACKETS as shown below, followed by the issue 'description' in the 'Subject' of the email.

Example:

Subject: Problem logging in to GO-Global

This will record EVERY communication in the Support database.

If you want to send an attachment to update the ticket, copy the Subject line as noted above and send your e-mail to [support@graphon.com](mailto:support@graphon.com).

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