Table of Contents

The procedure for contacting technical support

🛈 IMPORTANT: When contacting technical support, please provide as much information as possible about the system relevant to the problem. A technical support specialist works with many requests at the same time, and is forced to analyse information within the limited time and if there is not enough information to do so, then your problem solution will be delayed due to obtaining additional information, waiting for the next moment when the specialist can look at your problem, etc.

When contacting the technical support the following information is required:

1. DPI version
2. DPI configuration, special utility or providing Remote access (see below)
3. Logs at the time the problem occurs (/var/log/dpi/*.log, /var/log/messages)

🛈 IMPORTANT: To organize remote access technical support accepts the following:

1. SSH access (IP restriction)
2. PPTP
3. TeamViewer

Another way of remote access is not available.