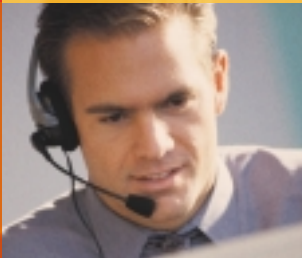


IT Support Starts Here



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**
- ✓ **Product version**
 - service pack level
 - hotfixes
- ✓ **ICA® Client 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 and/or server farm**
- ✓ **Network configuration**

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**
- ✓ **Dial-in information**
- ✓ **VPN information**

Citrix
**Technical
Support**