“Welcome to DDN Support” Guide
Now Available

Updated to Cover More Products and Support Programs

Recently updated to incorporate DDN’s latest products and support programs, the all-new Welcome to DDN Support guide provides a quick, complete, one-stop reference for customers who want to get the most from their DDN product warranty or technical support contract. Contents include:

- **How DDN Support works**, including case workflow, escalations, upgrade planning, and more
- **Support contact information** to reach us by telephone, email, or on the web
- **Log collection procedures** for all major DDN hardware and software products
- **Log upload procedures** with recommendations for handling small to very large files

Downloading the Guide

*Welcome to DDN Support* can be downloaded at no charge from the documentation library in the Customer Support Portal. Simply navigate to the Documentation tab, expand the **DDN > Support** topic and product categories, click on the link to the guide, then click **Download** at the upper left corner when the guide displays.

The guide is updated periodically, so we recommend checking for updates once a year. You can identify more recent document versions by comparing revision numbers, which are shown shown on the last page of the guide.

Contacting DDN Technical Support

Please contact DDN Technical Support at any time if you have questions or require assistance. Support can be reached by phone, by email, or on the web as listed below.
Web
DDN Community Support Portal  https://community.ddn.com/login
Portal Assistance  webportal.support@ddn.com

Telephone

Email
Support Email  support@ddn.com

Bulletins
Support Bulletins  http://www.ddn.com/support/technical-support-bulletins
Bulletin Subscription Requests  support-tsb@ddn.com