

“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
Portal Assistance

<https://community.ddn.com/login>
webportal.support@ddn.com

Telephone

DDN Support Worldwide Directory

<https://www.ddn.com/support/global-services-overview/>

Email

Support Email

support@ddn.com

Bulletins

Support Bulletins
End-of-Life Notices
Bulletin Subscription Requests

<http://www.ddn.com/support/technical-support-bulletins>
<http://www.ddn.com/support/end-of-life-notices>
support-tsb@ddn.com