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How do I create a DESlock+ Support ticket?

Anish | ESET Nederland - 2018-01-31 - Reacties (0) - ESET Endpoint Encryption

If you have a query about, or are experiencing an issue with DESlock+ please submit a ticket using our online support system. Collect as much of the information below as possible to enable us to help you as quickly as possible.

 Steps to recreate the issue

Knowing the context of an issue, including the steps to reproduce it and actions taken before it occurs will enable us to diagnose and see the issue for ourselves in house.

 Screenshots

Taking screenshots often helps us to understand an issue in context.

 Run our diagnostics utility

Our diagnostics utility collects information we commonly need. This includes the version of DESlock+ installed, the Operating System and other pertinent information. The diagnostics utility can be downloaded by visiting http://support.deslock.com/kb29

 Blue Screen

If you are experiencing a Blue Screen (BSOD), more detailed information is required to help us determine the cause of the crash. To read the guide on how to collect this information visit http://support.deslock.com/kb157

 Submit a Support Ticket

Submit a new support ticket with as much detail as possible.

[Submit a Ticket](#)

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