

# Getting Help



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## Submitting Support Ticket

When seeking assistance with our software, it is extremely important that you provide enough information to allow us to understand, and potentially recreate the problem. Trying to remotely diagnose a problem is extremely difficult, particularly when we may not be able to access your original data. Please be patient, and try and provide as much information as possible.

Please search our [Knowledge Base](#) and check the product release notes prior to submitting a support ticket. Make sure you are using the latest release. Please remember to provide any logs, in particular error logs which may help us pinpoint the issue.

