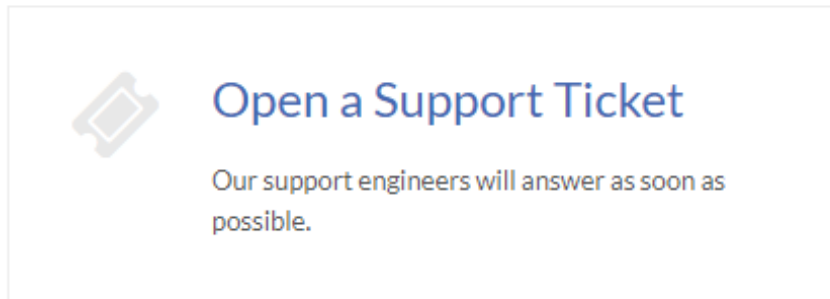


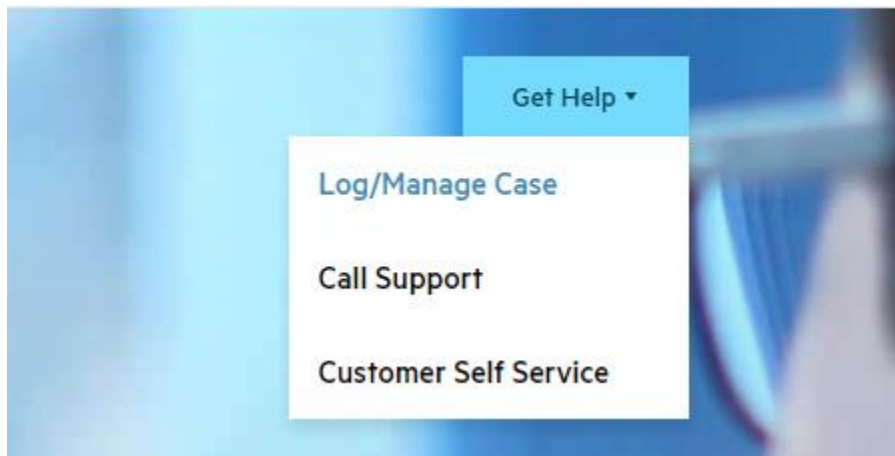
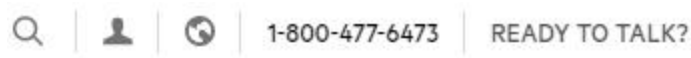
How to log a Sitefinity Support case

1. Access the Progress SupportLink portal via either of the following options:

- [Sitefinity Support Center](#) and click on *Open a Support Ticket*:



- [Progress Support and Learning](#) and from the **Get Help** dropdown menu, choose *Log/manage case*:



2. On the Progress SupportLink portal login page, click the **Telerik Account** link:

Log in with Progress ID

Username:

Password:

Log In

or use your [Telerik account](#)

3. Sign in by entering your Telerik Account credentials:

Sign in

E-mail

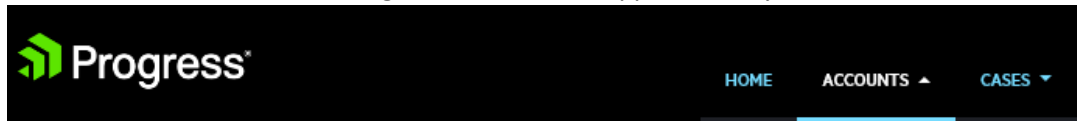
Password

Remember me

Log in

4. Once successfully authenticated, you access the SupportLink portal home page.
5. Next, depending on whether you are a Sitefinity partner or customer, follow the relevant procedure:
 - **Sitefinity Partner:**
Once successfully authenticated, you access the SupportLink portal home page. Next, from

the **Accounts** menu on the navigation bar, select *SupportLink My Accounts*:

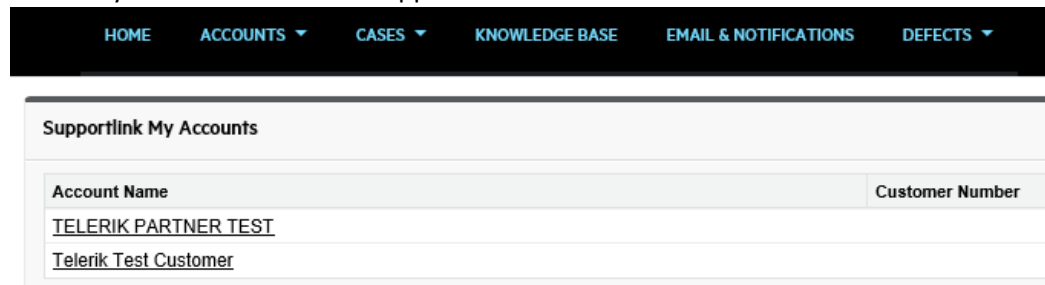


SupportLink My Accounts

Contact Search

My Account

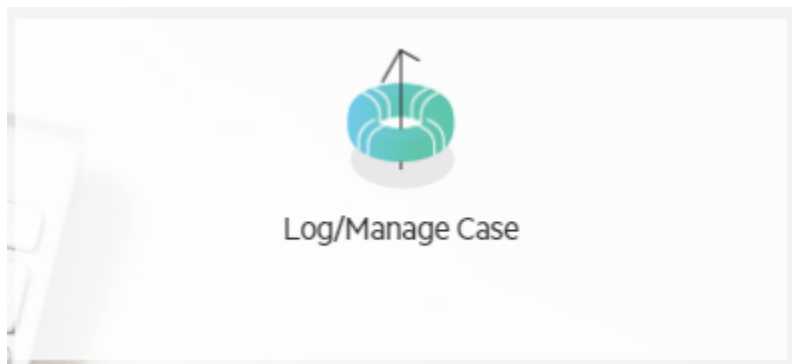
- a. From the list with all accounts you are associated with, select the proper end customer account you want to submit a support ticket for:



- b. To proceed with submitting a new case on behalf of the selected account, click the *Add Case* button.

- **Sitefinity Customer:**

To proceed logging your case, on the SupportLink portal home page, click the *Log/Manage case* button:



6. In the case creation wizard:
 - a. Make sure the *CS – Support Case* option is selected as a record type and click *Continue*:

HOME CASES ▾ KNOWLEDGE BASE ENVIRONMENT PROFILES EMAIL & NOTIFICATIONS DEFECTS ▾

New Case Continue Cancel

▼ Select Case Record Type

Record Type of new record ▾

Continue Cancel

Available Case Record Types

Record Type Name	Description
CS - Support Case	Used to report problems.
CS - KB Feedback & Submission	For external customers to submit KB Article suggestions.

b. Choose the product and support package:

- i. **Product Group** dropdown menu, choose *Sitefinity*.
- ii. From the **Product** dropdown menu, select the corresponding support package, for which you want to receive support.
NOTE: The **Product** dropdown menu displays the unique Support package options. For example, if you have 3 Enterprise support packages purchased, in the dropdown you see *Sitefinity Enterprise Support*, which groups all packages.

Step 1

Product Group: ▾ Product: ▾

Sitefinity Domain: ▾ Project Name:

Or Enter Your Product Serial Number.

Serial Number: Validate

Next >> Cancel

- NOTE:** You do not need to enter serial number to log in a case for Sitefinity.
- iii. Once you select your support package plan, enter the following:
 - **Sitefinity Domain**
 Select the accurate registered domain that corresponds to the site you are requesting support for. If you have multiple licenses associated with the support package you selected from the **Product** dropdown, you see a list with all registered domains for these licenses.
NOTE: If you have not registered a domain for your project yet, make sure to specify a project name.
 - **Project Name**
 This information lets technical support engineers know for which specific project you require support.
 - c. Next, fill in all relevant information, so that the Support team gets a comprehensive overview about your project and environment:

Step 2

Subject:

OS:

DataBase:

Version:

Hotfix Version/Build #

<< Back Continue Cancel

- **Subject**
Enter a short description of your issue.
NOTE: The text you enter is used to search through the Progress Knowledge Base, so that you get suggestions how to solve your issue.
 - **OS**
Select the operating system of the server you are hosting Sitefinity on.
 - **Database**
Select the type of your database server.
 - **Version**
Select the accurate version of your Sitefinity project.
 - **Hotfix version / Build #**
Fill in the build version of your Sitefinity project.
 - **Project Name**
Enter your project name, so that if you have multiple projects, technical support engineers can work on the right project.
- d. Click *Continue*.
7. Go through the list with suggested Knowledge Base articles to check whether your issue is already addressed and solved.

Find Articles for Case

Subject: Search

Product Group

Area of Interest

Show 10 entries

Article Title

- [How to get more information on Sitefinity restarts](#)
- [Regular Sitefinity restarts when using Windows Server 2012 R2](#)
- [Sitefinity prompts for license activation after each restart](#)
- [Understanding why the application restarted](#)
- [Addressing sporadic site restart problems \(caused by numRecompilesBeforeAppRestart\)](#)
- [Certain pages are not loaded and the site restarts](#)
- [Could not load file or assembly error when upgrading Sitefinity](#)
- [Sitefinity and .NET 4.7 compatibility issues](#)
- [Sorting or filtering dynamic content widgets of hierarchical types throws exception after restart of the site](#)
- [Reinstall Sitefinity module](#)

Showing 1 to 10 of 372 entries

<<Back Create Case Cancel

8. If none of the articles answer your question, click *Create Case*.

9. On the final **Case Edit** screen, enter any details about your issue that may give additional information to the technical support engineers, so that they can assist you more efficiently:

The screenshot shows the 'Edit The Details' screen for a case. The form is organized into several sections:

- Question/Problem related to(OpenEdge):** --None--
- Focus Area (OpenEdge):** --None--
- Environment Profile:** --None--
- Case Owner:** TEST TELERIK CUST
- Operating System:** Windows 10
- Product Group:** Sitefinity
- Sitefinity Domain:** No Domain
- Subject:** License expired
- Question/Problem Description:** Describe your issue. (Rich text editor with toolbar)
- Severity:** --None-- (indicated by an arrow from the description field)
- Hotfix Version/Build #:** [Empty field]
- 32/64 Bit:** --None--
- Version:** 10.1
- Platform:** Windows
- Product:** Sitefinity_Express_Remote_...
- Project Name:** BS

Make sure to:


- Select the proper issue severity.
For more information, see [Sitefinity Severity Levels](#).
 - In the **Question/Problem Description** field, enter your question and any relevant explanation of the issue.
10. Click the *Save* button to submit your case to Sitefinity Support team.
You can see a summary of all information you provided. You can optionally:
- Edit the case details
 - Add an attachment
You can also add an attachment, for example, error logs or code samples:
 - Escalate the case
For more information, see [Escalations](#).

Login FAQ

Q: What should I do when authentication during login fails?

Login failed



 Authentication failed.

[Return to Login page](#)

More Options

[Register](#)

[Forgot username?](#)

[Forgot password?](#)

[Resend activation message](#)

Progress Software cares about your security. You may periodically be required to reset your password.

A: Try clearing your browser cookies. By default, SupportLink will try to automatically authenticate you, looking for any active sessions from any of Progress Sitemfinity corporate websites.


Q: What should I do when the session has timed out?



CALL US 1-800-477-6473

Session Timeout



 Your session has timed out.

[Return to Login page](#)

A: Click on **Return to Login page** to attempt to log you in again with the provided credentials

Q: What does it mean when there is a provisioning problem with my account?



There appears to be a provisioning problem with your account.
If you continue to get this error, please contact us by emailing cs-supportlink-help@progress.com

A: This means you are not yet granted access to the SupportLink portal. When a customer is added as a licensed user to a Sitefinity license, Progress Sitefinity grants SupportLink access within 48h. Thus, when you are granted access as a licensed user and then immediately try to log in to SupportLink, there is a considerable chance that the request for access is not processed yet.