SUPPORT & TICKETS

How to get support

Applicare 10.0 · Updated October 20, 2026 · **Pending technical review**

Start with the documentation: use **Search** and try the error text, a technology name (for example `kubernetes`) or a part of the message you see. The **Troubleshooting** section lists known errors with their fixes.

If the documentation does not solve the problem, raise a ticket from the **Support & Tickets** page.

Connected deployments

When this Help Center can reach the support server you can:

- submit a ticket, with attachments and optional basic diagnostics;
- see **My tickets**, including status and every reply from Arcturus Support;
- reply to a ticket and add attachments.

You only ever see tickets that belong to your own organisation. Organisation administrators can see all tickets for their organisation; other users see the tickets they raised.

Offline and air-gapped deployments

An offline copy of the documentation **cannot submit a ticket**. Nothing is sent anywhere, and the page says so with a **NOT SUBMITTED** label.

1. Open **Support & Tickets** and fill in the request as usual.
2. Choose **Export request + diagnostic bundle** and save the file.
3. Move the file to a machine with network access using your organisation's approved transfer process.
4. Send it to Arcturus Support, by email or as an attachment to a new request in the Arcturus Help Center.
5. Quote the **reference code** shown in the file. The ticket exists only after Support confirms they received it.

> **Note**
> The export contains only what you typed plus the documentation version, build id, time, browser and page address. Review it before sending and remove anything sensitive.