SUPPORT & TICKETS

What to include in a support ticket

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

A good ticket answers these questions:

- **What were you trying to do?** Name the feature or the guide you were following. The **Contact support** button on an article attaches the article for you.
- **What happened instead?** Copy the exact error text, including any numeric codes.
- **Which versions are involved?** The Applicare version, the operating system, and the application platform being monitored (for example .NET, Java, Docker or Kubernetes).
- **What changed recently?** Upgrades, new hosts, network or firewall changes.
- **How urgent is it?** Choose **Urgent** only when production is affected.
- **Screenshots or logs.** Attach them rather than pasting long output, and check them for passwords, tokens and keys first.

> **Warning**
>
> Never include passwords, API tokens, private keys or personal data in a ticket, an attachment or an exported bundle.