ARCTURUS
CONSTANT INNOVATION

APPLICARE 10.0

Support & Tickets

How to get help, what to include, and how tickets work.

Version 10.0

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Generated from the Applicare master documentation. 194 of 194 articles were migrated from earlier documentation and are pending technical review.
The latest version is always available at https://helpdesk.arcturustech.com/hc/en-us

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SUPPORT & TICKETS

How to get support

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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.

SUPPORT & TICKETS

What to include in a support ticket

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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.