I have a technical issue, how do I contact the Technical Support?

By far the best way for reaching Blancco Technical Support is to use the "Incident Management" function on the Blancco Technical Support Portal at: https://support.blancco.com (Click "Report an Incident").

Before contacting the Support team, it is highly recommend to use the Support Portal site's search function to search for a solution for the issue from our large Knowledge Base. Type in the keywords that describe your issue to the "What can we help you with?" field.

If the Knowledge Base does not offer a working solution, it is a good idea to contact the Support Team:

1. Register a user account.
2. Submit the incident ticket.
3. Wait for the Support to contact you.

More information about the Support Portal content and communication with the Support team can be found from the Support Portal Quick-start Guide.