

# Additional support

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## 1. Installation support

We provide 30 day free installation support for all our products. We are committed to helping you as quickly and accurately as possible. Specific, detailed questions reduce the time we need to respond to your inquiry. Please provide us with your product serial number, operation system name and version, and Java version together with your question(s). Support requests should be sent to [support@simulogic.com](mailto:support@simulogic.com).

How to get information about your product install:

- **Serial number:** open the Model Manager dialog (menu Model/Model Manager, or press `Ctrl-I`). Scroll to the model that you need to place a support request for. Write down a serial number.
- **Operation system:** open the About dialog (menu Help/About). Click on the "System" tab. Write down information from the "Operation system" row.
- **Java version:** open the About dialog (menu Help/About). Click on the "System" tab. Write down information from the "Java version" row.

For support on installing HASP key (dongle), see the [technical note](#).

## 2. Advanced support and solutions

If you require services that exceed our free installation support, we can provide you with the advanced support and solutions. Our onstaff scientists can help you to design efficient clamping protocols and simulation experiments, select appropriate models for your simulations, integrate CESE with third-party software, and train your staff to use CESE.

Please [contact us](#) to obtain more details about our advanced support services.