

Technical Support Request Form

SafeSign Identity Client



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Online support

AET provides online support for SafeSign Identity Client from Monday through Friday, during normal working hours (GMT+1). Support may be subject to a separate royalty-bearing support and maintenance agreement.

Every time an error or bug is detected in a version of SafeSign Identity Client, this can be reported to the Support Team of AET at safesignsupport@aeteurope.com, upon which an incident number will be assigned through AET's Incident Management System.

Consider that errors may arise from both client applications and SafeSign Identity Client modules. Actually only the second ones will be taken into consideration.

Consider also that A.E.T. Europe B.V. can only take into account support requests for problems that have been experienced (or can be reproduced) on a clean machine, i.e. a computer on which no other middleware or drivers for other tokens have been installed.

In order to ensure a quick and accurate response to your support questions, please provide us with at least the following information, through filling in this document or sending us a detailed e-mail message with this information.

Detailed error or bug notification

Partner	Where did you obtain your SafeSign IC software
Support ID	Enter your support ID (See support certificate) or add the appropriate invoice
Date	Enter the date when the problem occurred below
SafeSign Identity Client version	Enter the SafeSign Identity Client version below (provide a screenshot or export of the Version Info dialog from the Token Utility)

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Operating System	Enter the Operating System below (specify Service Packs)
Client application(s)	Enter the client application(s) below (specify versions and Service Packs), where the problem occurred
Token	Enter the type of token (and ATR, if available) below (provide a screenshot of the Token Info dialog from the Token Utility)
Smart card reader	Enter the smart card reader below and specify driver version installed
Error message	Enter the exact error message (if any) below

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Error description	Enter a detailed error description below (provide screenshots)
Reproducibility	Please specify below if the error was reproducible and provide instructions for doing so, in a detailed scenario

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Some additional questions

Has the product ever been fully operational?

Have you tried to remove and re-install the software?

Have you tried a different computer / Operating System? If yes, please specify:

Have you tried a different smart card reader? If yes, please specify:

Have you tried a different smart card? If yes, please specify:

Have you tried (a) different / similar application(s)? If yes, please specify:

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Tell us how to get in touch with you

Name	
Function	
Company / Department	
E-mail address	
Phone number	

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