



Inxmail Professional

Support Request



Inxmail Professional Support Request

Do you need help using our Inxmail Professional package or simply not know how to proceed? Please email the Inxmail Support Team at support@inxmail.com or call us on +49 761 296979-0.

To enable us to respond to your questions on Inxmail Professional as quickly as possible, we require details of your application situation. So please answer the following four questions:

1. What is the reason for your support request?

- Error (report) in Inxmail Professional
- Help in using Inxmail Professional

2. Do you want remote access to your computer?

3. What type of software do you have on your Inxmail server?

- Database type:
- Version of the database:
- Operating system:

4. Please give a detailed description of your application situation: What precisely have you just done? What error or problem arose? For example: you tried to import your recipient data from an Excel file into Inxmail Professional. But the data only appeared in cryptic form in the preview and could not be imported.

It would be useful if you could send us back the following files along with your answers:

- customer.log
- catalina.out
- localhost.log
- Screenshot of the error report

You will find the files under the following menu: <server-installtion>/inxmail/customers/customer_X/logs/. If you have a license version of Inxmail Professional, you will have a 0 instead of an X. If, however, you have the Enterprise License, the X represents the number of the client in question.

Thank you for your co-operation.

inxmail

professional email marketing



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