

## How to Contact Customer Support

<https://campus.barracuda.com/doc/43223112/>

If you are having a problem with ArchiveOne, and you are unable to resolve it using the documentation or online help system, contact your [Support representative](#).

They may ask you to generate a [diagnostic trace file](#). If you do so, turn off tracing once the problem has occurred since the files can get quite large.

If it is an ArchiveOne Admin or ArchiveOne Service related problem, use the [Diagnostics Page](#) in ArchiveOne Admin to turn on tracing and subsequently view the trace files. Once you have collected the trace you require, turn tracing off, since if left on it generate a large trace file and can slow other processing.

If you are using an evaluation license, tracing runs unless it has been changed. If you are using a full license, tracing is on only if it has been turned on using the **Diagnostics** page of the [Status Node](#) properties.

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