

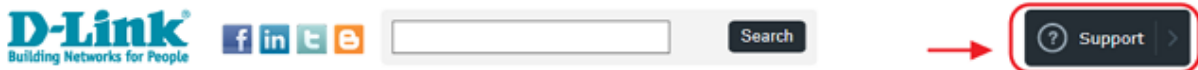
Self Service Portal User Guide v1.00

Content

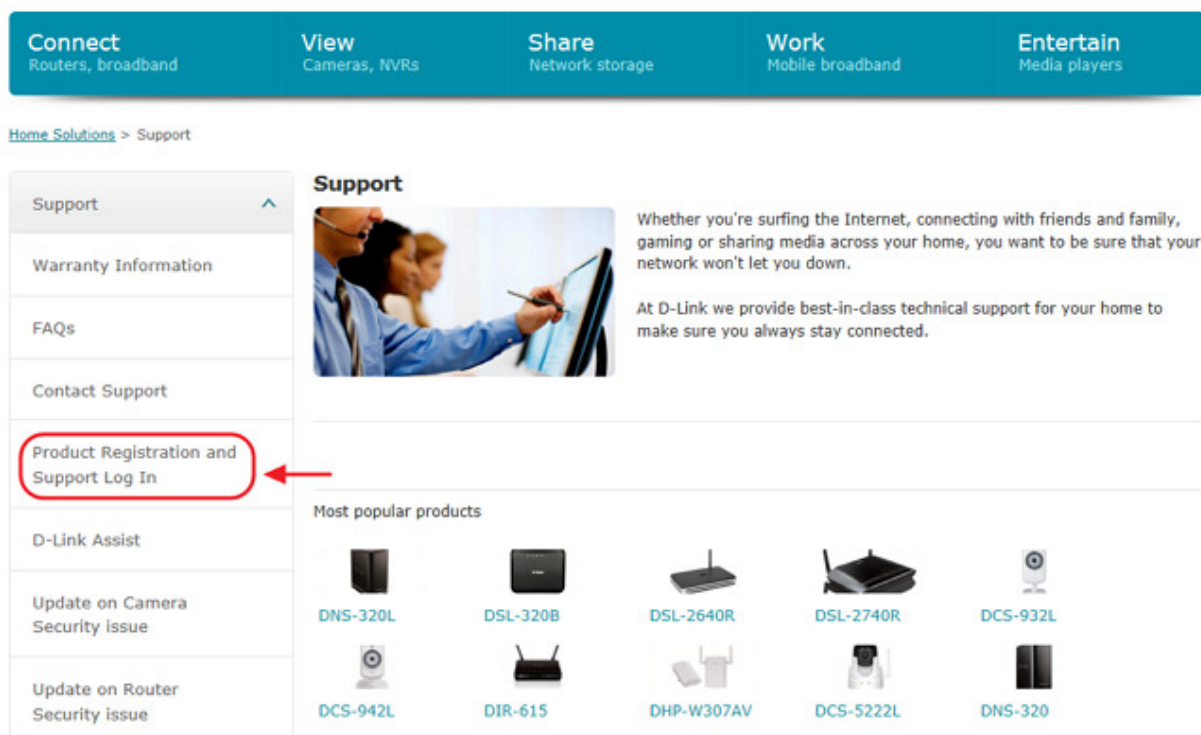
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1 Register and log in to the Self Service Portal

You can find the link to the Customer Self Service Portal by logging on to the D-Link website www.dlink.com/uk. Please select «**Support**» in the menu bar.

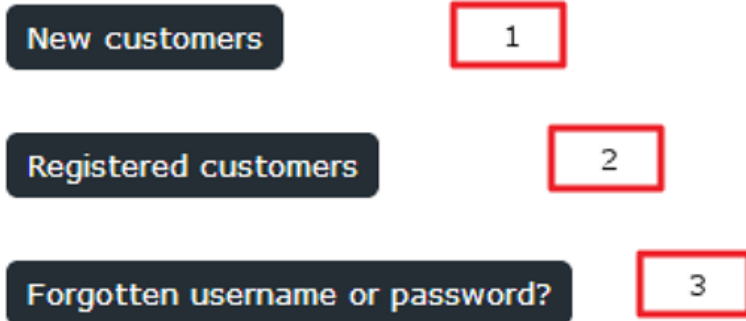


Click on « **Product Registration and Support Log In** » to get directed to the Self Service Portal.



You can choose between the following 3 options:

1. If you do not have a user account for our Self Service Portal please register as « **New customer** » first.
2. If you already have a username and password to log in to the Self Service Portal, click on « **Registered customers** ».
3. If you forgot your username or password please choose this option.



1.1 Create a User Account

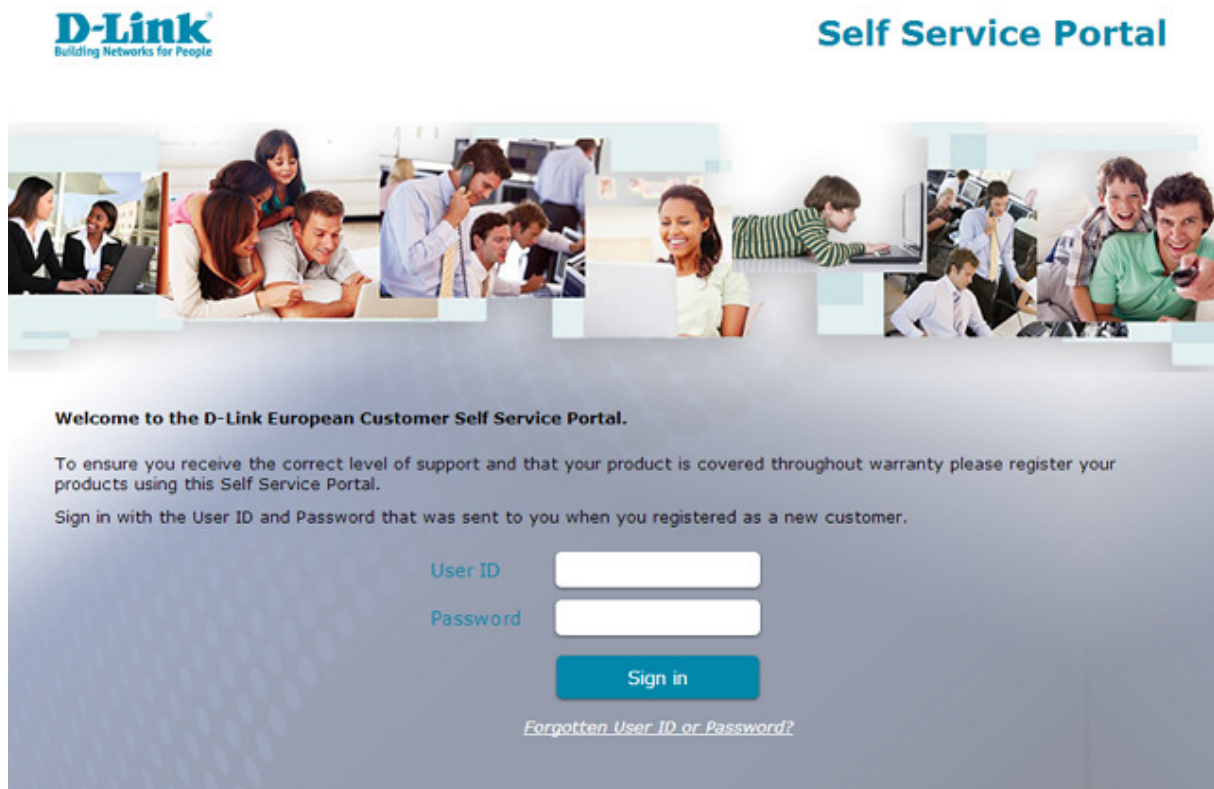
To begin using the Self Service Portal, you will first need to create a user account. Click «**New customers** » to register. Enter your email address and personal details. You must enter information wherever you see an asterisk (*) beside the field. You will not be able to complete registration without entering any information. Once all the required fields are completed click on « **Submit** ».

Welcome to the Registration page for the D-Link European Customer Self Service Portal. Please complete the form below (*=required). After completion and within 30mins, you will receive your User ID and Password via Email.

First Name *	<input type="text"/>			Surname *	<input type="text"/>		
Company Name	<input type="text"/>			Tax ID	<input type="text"/>		
User ID * ?	<input type="text"/>						
Email Address * ?	<input type="text"/>			Retype Email address *	<input type="text"/>		
Street Address	<input type="text"/>			City	<input type="text"/>		
Post code	<input type="text"/>			Country *	<input type="text" value="-- Select One --"/>	Language *	<input type="text" value="-- Select One --"/>
Int Dial Code	Phone Number	Int Dial Code	Fax				
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				
Enter the Displayed Number *	<input type="text"/>						
<input type="text" value="6"/> <input type="text" value="7"/> <input type="text" value="9"/> <input type="text" value="9"/> <input type="text" value="4"/> <input type="text" value="7"/>	<input type="text"/>			<input type="button" value="Cancel"/>	<input type="button" value="Submit"/>		

1.2 Already a Registered Customer

As a registered customer you select the second option. After clicking « **Registered Customers** », you will see the Login screen to the Service Portal.



D-Link
Building Networks for People

Self Service Portal

Welcome to the D-Link European Customer Self Service Portal.

To ensure you receive the correct level of support and that your product is covered throughout warranty please register your products using this Self Service Portal.

Sign in with the User ID and Password that was sent to you when you registered as a new customer.

User ID

Password

Sign in

[Forgotten User ID or Password?](#)

To log in to the Self Service Portal as a registered customer, simply enter your username (User ID) and password as provided via email.

Note: If you do not have your username or password available, click « **Forgotten User ID or Password?** ». Enter your email address and click submit. You will receive an email with a User ID and temporary password. When you log in to the Service Portal, you may change your password.

1.3 *Forgotten User ID or Password*

If you forgot your user ID or password, you can request a password reset by entering the email address you used when creating your account and then click «**Submit**». A password reset email will arrive in you inbox showing your user ID and new password.



Forgotten User ID / Password

Enter your Email address below and press Submit. Your User ID and new password will be sent to this Email address.

Cancel

Submit

1.4 *General information*

After logging in to the Self Service Portal you will see the main menu.

Self Service Portal User ID: RIPRA1 [HELP] [LOGOUT]

D-Link Building Networks for People **Main Menu**

Product Registration Register your Product Register Multiple Products Registered Products	D-Link Assist Business Support Services My Service Contracts Activate D-Link Services Renew D-Link Services	Software Licensing My Software Licences Activate Software Licences
Request Support Create a Case Review or Update your Case Raise a Support Question	Product Returns (RMA) Review your RMAs	Profile Update your Profile Change your Password

Choose your desired option. If you wish to exit the main menu, simply click «**LOGOUT** » in the top-right corner of the main menu.



The user guide for the Self Service Portal is available by clicking the help link in the top-right corner of the main menu.

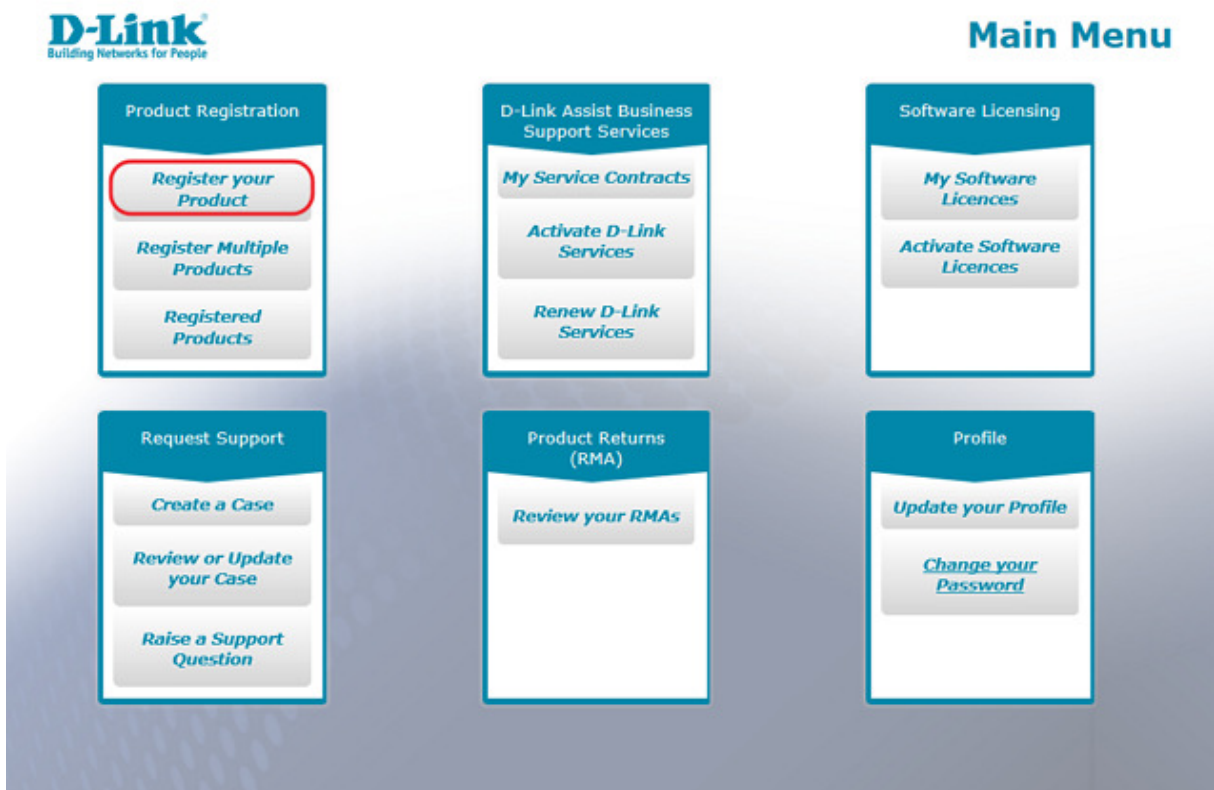


2 Product registration

Register your product to obtain after sales service against a valid warranty. You will also need to register your product for any D-Link Assist or Software License service.

2.1 Register your product

If you wish to register your D-Link product, please choose menu item «**Register your Product** ».



Enter the serial number of your D-Link product and then select « **Verify your Serial Number** » and the system will confirm the details. The product code, product description and hardware version will appear in the screen.

Note: If the serial number could not be found please go to page 8 of this manual for additional information on how to check the serial number of your product.

Customer: Email:

Serial Number*

Product

Hardware Version

In the screen that appears below the serial number verification field enter the information as marked on your proof of purchase (receipt).

Proof of Purchase Information

Purchase Date*

Supplier*

City*

Postal Code

Country* Re-use Proof of Purchase Information

Note: Select a date using the calendar. Place cursor in the Purchase Date field to open up the calendar or write the date directly in the format YYYY-MM-DD (e.g. 2014-01-31).

Proof of Purchase Information

Purchase Date*

Supplier*

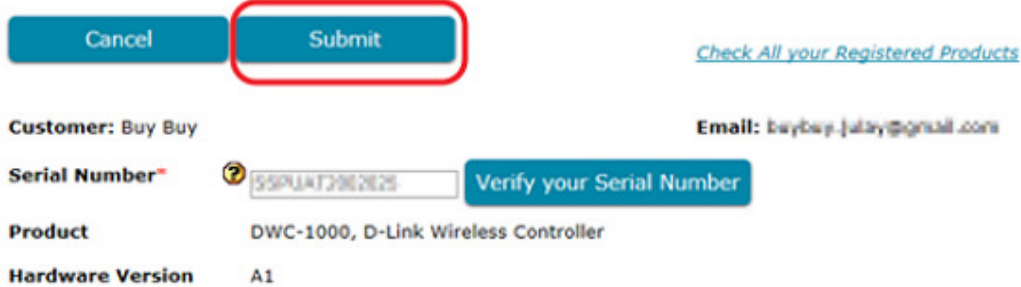
City*

Postal Code

Country* Re-use Proof of Purchase Information

July 2014						
Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

To complete the product registration, select « **Submit** ».



Cancel Submit [Check All your Registered Products](#)

Customer: Buy Buy Email: buybuy.julay@gmail.com

Serial Number* Verify your Serial Number

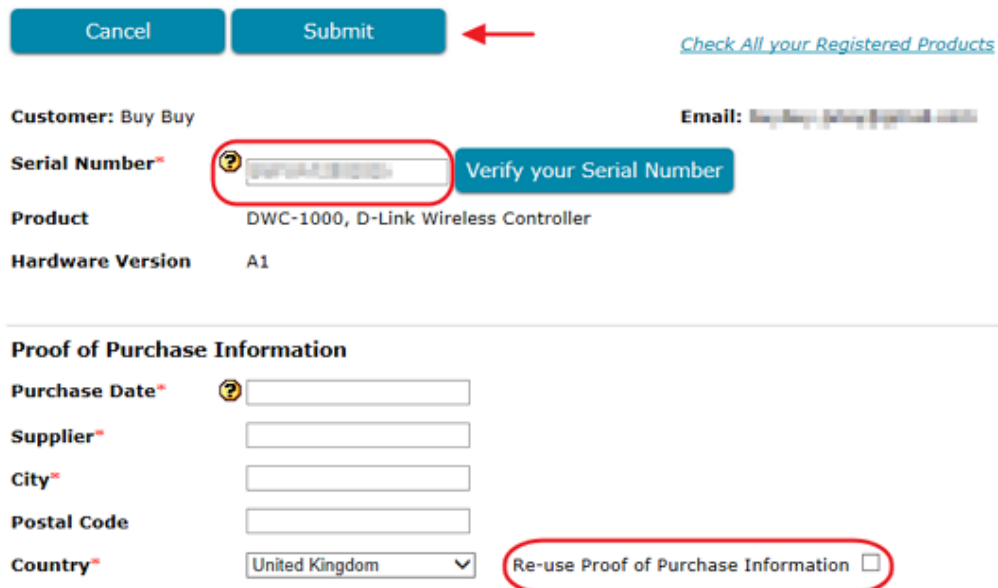
Product DWC-1000, D-Link Wireless Controller

Hardware Version A1

The product registration will then be confirmed by email. Once completed you can register further products.

Note: if you need to register more than one product from the same purchase, you can re-use the proof of purchase information.

With the serial number entered in the screen, fill in all required fields in the « **Proof of Purchase Information** » section. Tick the « Re-use Proof of Purchase Information » box and click « **Submit** ».



Cancel Submit [Check All your Registered Products](#)

Customer: Buy Buy Email: buybuy.julay@gmail.com

Serial Number* Verify your Serial Number

Product DWC-1000, D-Link Wireless Controller

Hardware Version A1

Proof of Purchase Information

Purchase Date*

Supplier*

City*

Postal Code

Country*

Re-use Proof of Purchase Information

Proof of Purchase Information should still show on the screen, so you will not need to fill in this information again. However if « **Cancel** » button is used or if the session is terminated the previous proof of purchase information will not be shown if you load the « **Register your Products** » screen again.

2.2 How to find the Serial Number on your D-Link product

Please see below for help in entering the serial number of your product :

- You will find the serial number on the side of the box.
- If your product is not a kit there is only 1 serial (S/N).
- If your product is a kit you will see two serial numbers (S/N and BS/N). For kits please enter the serial labelled BS/N.
- Your serial number is prefixed with BS/N : or S/N :
- Enter the following 13 characters, in capital letters.
- Please take care to distinguish between the number 0 and the letter O and the number 1 and letter L.
- This is an example of a valid D-Link serial number : F3NU18B003979

Here is an example of a product and serial number location of a **single item**:

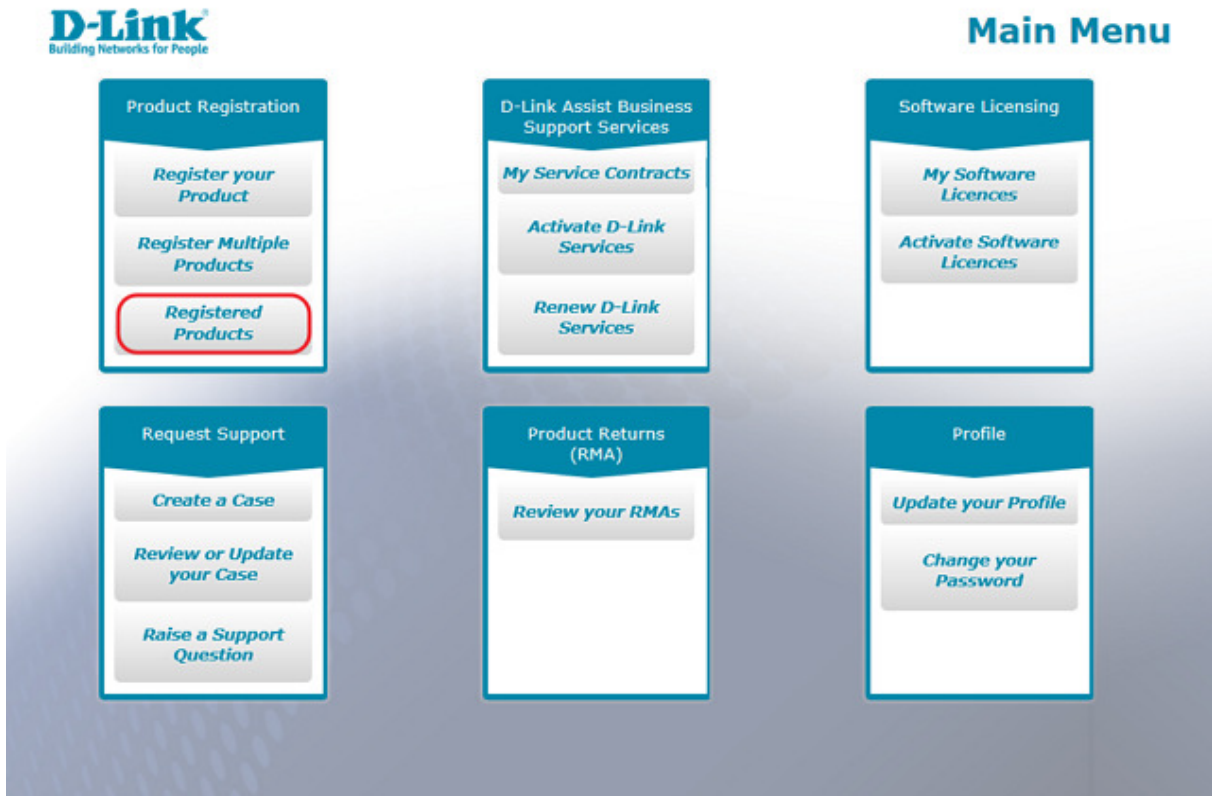


Here is an example of a model and serial number location of a **kit (bundle)**. A bundle has two serial numbers S/N and BS/N. Please register the product with the serial **BS/N**:



2.3 How to view all registered products

To view all your registered products, please select « **Registered Products** » in the main menu.



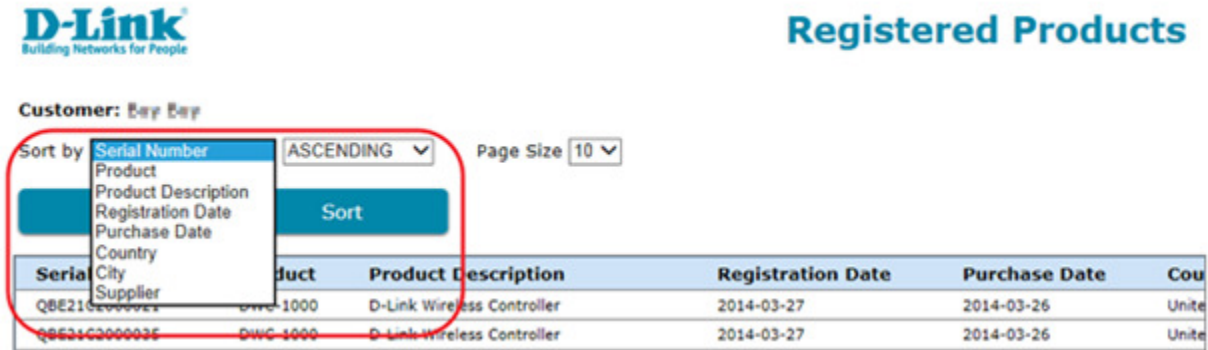
In the screen that opens up, all your registered products are listed over multiple pages, by default 10 products per page. Change page by clicking the page number at the right bottom of the screen.

The screenshot shows the 'Registered Products' page. At the top, there is a 'Customer' dropdown menu. Below it, there are dropdown menus for 'Sort by' (Serial Number), 'ASCENDING', and 'Page Size' (10). There are 'Cancel' and 'Sort' buttons. The main content is a table with columns: Serial Number, Product, Product Description, Registration Date, Purchase Date, and Cou. The first 10 rows of the table are highlighted with a red border. At the bottom, there is a pagination bar with a red arrow pointing to the first page (1) and other page numbers (2, 3, 4, 5, 6, 7, 8, >>).

Serial Number	Product	Product Description	Registration Date	Purchase Date	Cou
Q8E21C2000021	DWC-1000	D-Link Wireless Controller	2014-03-27	2014-03-26	Unite
Q8E21C2000025	DWC-1000	D-Link Wireless Controller	2014-03-27	2014-03-26	Unite
Q8E21C2000049	DWC-1000	D-Link Wireless Controller	2014-04-07	2014-03-31	Unite
Q8E21C2000079	DWC-1000	D-Link Wireless Controller	2014-04-07	2014-03-31	Unite
S8F3UAT200001	DGS-1024T	24-Port 10/100/1000Mbps Copper	2014-04-07	2013-04-30	Unite
S8F3UAT2000015	DGS-1024T	24-Port 10/100/1000Mbps Copper	2014-04-07	2013-04-30	Unite
S8F3UAT200007	DGS-1024T	24-Port 10/100/1000Mbps Copper	2014-06-04	2014-06-01	Unite
S8F3UAT200001	DWC-1000	D-Link Wireless Controller	2014-04-07	2013-04-30	Unite
S8F3UAT2000115	DWC-1000	D-Link Wireless Controller	2014-04-07	2013-04-30	Unite
S8F3UAT200011	DEM-311GT	1-Port Mini-GBIC to 1000BaseSX	2014-04-07	2013-04-30	Unite

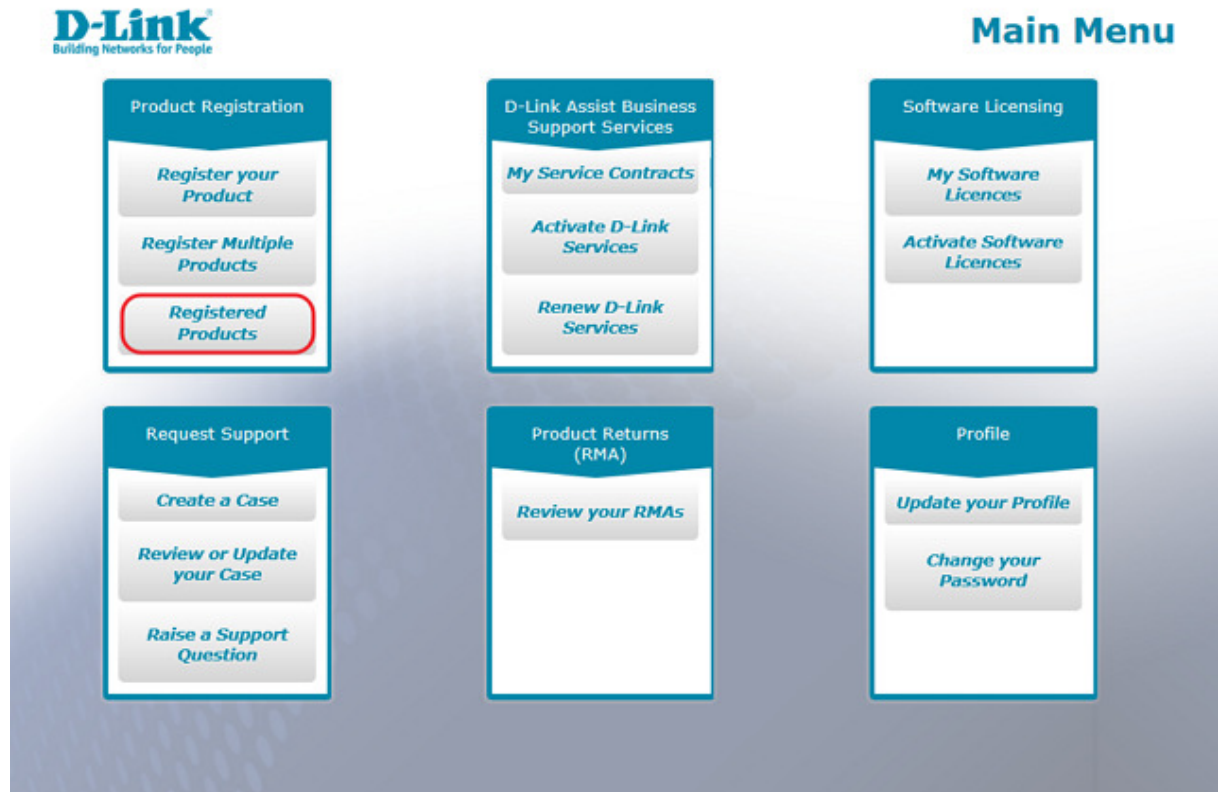
Total Record: 73 Page: 1/8 Page Size: 10

In the « **Sort by** » drop down list, you can select a criteria you wish your products to be sorted by. Choose (Ascending/Descending) and click « **Sort** ».



2.4 Register Multiple Products

To register a single purchase of several products select « **Register Multiple Products** » in the main menu.



First you will need to fill in all the required fields in the « **Proof of Purchase Information** » section.

Then enter the serial number for each product either one by one manually in the « **Register Multiple Products** » screen or save time by using the sample file to register up to 100 products in one go.

Serial Number	Product
<input type="checkbox"/> 5SPUAT2800025	DWC-1000
<input type="checkbox"/> 5SPUAT2802826	DWC-1000
<input type="checkbox"/> 5SPUAT2800027	DWC-1000
<input type="text"/>	

Save time by downloading the Sample File to register up to 100 serial numbers in one go using MS Excel.

- Enter the serial numbers as shown in the sample file.
- Save the file on your computer.
- Select import to upload the file and check the result.
- Errors can be removed by selecting the serial and clicking « **Delete** ».

Click « **Submit** » to complete the multiple product registration.

Note: please see the *How to upload a file* chapter for further details.

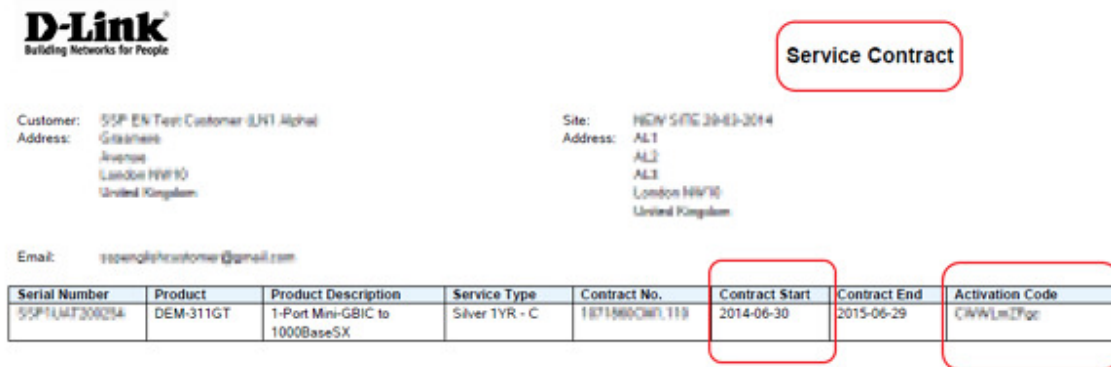
3 Service Activation

When purchasing your D-Link Assist Service your provider sent you a file by email containing the activation code.

In your inbox you will find an email from your provider requesting to activate your D-Link Assist Service.

In the attachment to the message there are two important things to note:

- Firstly, the Activation Code
- Secondly, the Contract Start Date



D-Link
Building Networks for People

Service Contract

Customer: SSP EN Test Customer (LNT Alpha)
Address: Greatness Avenue London NW10 United Kingdom

Site: HDN SITE 2043-2014
Address: ALT ALT ALT London NW10 United Kingdom

Email: 1100englishtestcustomer@gmail.com

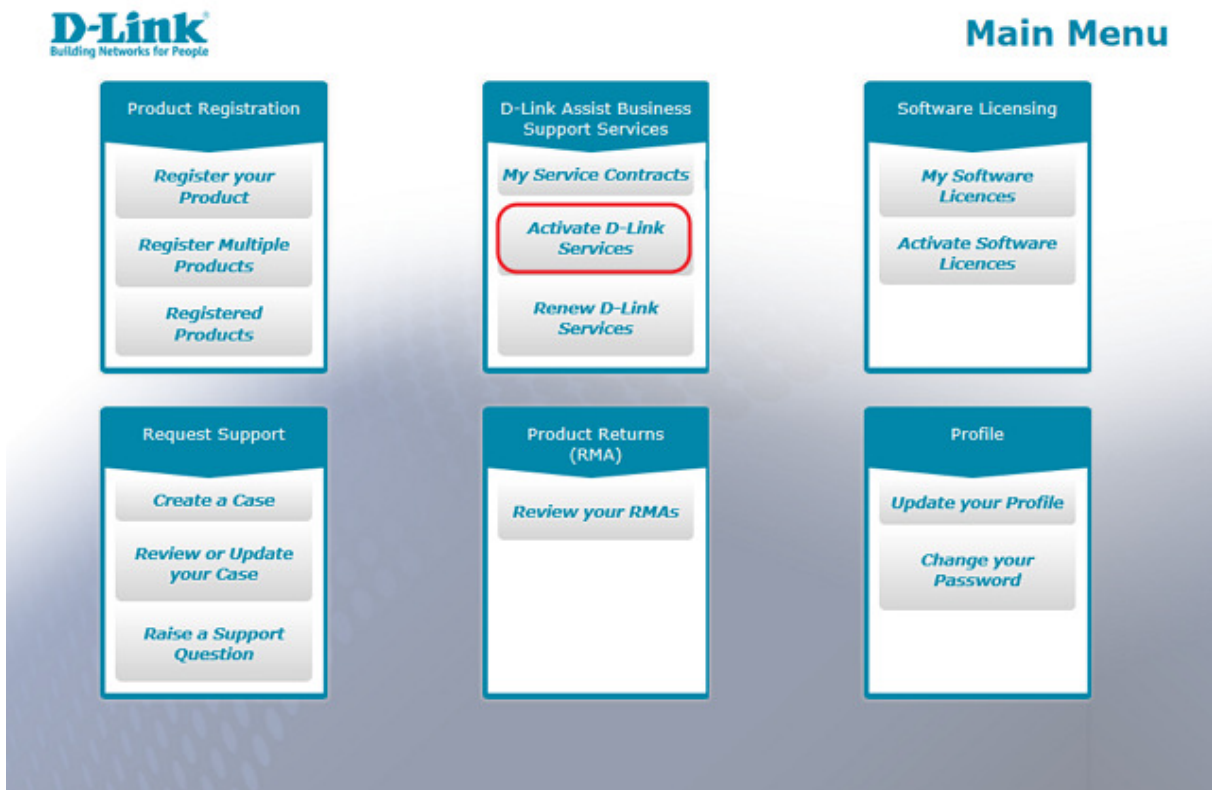
Serial Number	Product	Product Description	Service Type	Contract No.	Contract Start	Contract End	Activation Code
55P1U4T200254	DEM-311GT	1-Port Mini-GBIC to 1000BaseSX	Silver 1YR - C	1871980CWR1,119	2014-06-30	2015-06-29	CJWVLMTP0c

Please remember that you will need to register your product for any D-Link Assist Service.

Before activating your service please register the product for which the service was purchased by selecting « **Register your Product** » in the Main Menu.

3.1 Activate a D-Link Service

To activate a D-Link Assist Service, log in to the Self Service Portal and select « **Activate D-Link Services** » in the main menu.



You will need to accept the Terms and Conditions before you continue. Tick the box next to « **Accept Terms and Conditions** » and click on the « **OK** » button.

Activate D-Link Services Terms and Conditions

Please click the following link to read the Terms and Conditions before you continue:

[Terms and Conditions](#)

Accept Terms and Conditions

Cancel


OK

If the location where the product for which the service was purchased is different from your default address, please select « **New Site Address** » to create a Site Number for the physical product location.

Cancel Submit [Terms and Conditions](#)

Customer: [Redacted] **Email:** buybuy.juliy@gmail.com
Main Address: Street, City 111 111, United Kingdom **Phone:** +44-456789

To create services at a different site, please create a new site and update the site number for each equipment serial:

Create New Site Address 

Try to enter as much address information as you can. This will save time when logging in service calls, then click « **Submit** ».

Activate D-Link Services Create New Site

Cancel **Submit**

Customer: [Redacted] - buybuy

Site Name *

Address Line 1 *

Address Line 2

Address Line 3

City *

Post Code *

Country *

Note: The D-Link Assist Service you have purchased will only be provided to the **Site Address** you specified during the activation of your D-Link Assist Service. Entering the correct product location is important as D-Link uses this information to ensure spare parts are maintained in the correct location.

In the screen that opens up « **Activate D-Link Services** », select the product the Service was purchased for by ticking the box next to the product code.

Activate Services	Existing Activation					
<input checked="" type="checkbox"/>	Product	Product Description	Serial Number	Category	Product Purchase Date	Regist
<input type="checkbox"/>	DBH-3118T	1-Port Mini-GBIC to 1000BaseSX	SSP/MT2006002	C	2014-01-01	2014-04
<input type="checkbox"/>	DBH-3118T	1-Port Mini-GBIC to 1000BaseSX	SSP/MT2006003	C	2014-01-01	2014-04
<input type="checkbox"/>	DBH-3118T	1-Port Mini-GBIC to 1000BaseSX	SSP/MT2006004	C	2014-01-01	2014-04
<input type="checkbox"/>	DBH-3118T	1-Port Mini-GBIC to 1000BaseSX	SSP/MT2006005	C	2014-01-01	2014-04

Note: if the product you are looking for does not appear in above registration details section, please check that you have registered the product in the first place by selecting «**Registered Products**» in the Main Menu. If the product has not been registered please select « **Register your Product**» in the Main Menu as you will need to register your product for any D-Link Assist Service.

In the Activate D-Link Services page you can search for the product that requires activation by:

- By entering the serial number or
- By product name (also by partial names)

Optional Search (partial names allowed):

Product

Serial Number

By moving the horizontal slide bar at the bottom to the right you will find three fields that you need to fill in:

1. Activation Code
2. Service Purchase Date
3. Site Number.

Complete the activation by entering the Activation Code you received by email into the Activation Code field, fill in the Service Purchase Date with the Contract Start Date and select the Site Number you created for the product location.

Note: select a site different from the default one by using the magnifying glass icon.

[Export](#)

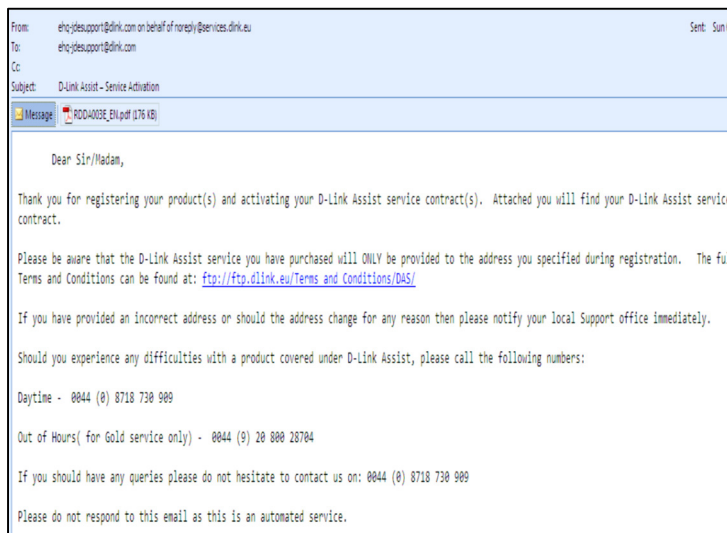
Activate Services	Existing Activation					
		Registration Date	Activation Code	Service Purchase Date	Site Number	Site Name
		2014-06-04	<input type="text"/>	<input type="text"/>	58071896 <input type="button" value="Q"/>	Buy-Buy Judo
		<input type="button" value="←"/> <input type="button" value="→"/>				

Total Record: 1 Page: 1/1 Page Size: 10

Note: it is only possible to use activation codes against the product category the service was purchased for. Ensure that the activation code you enter for each one of the products matches the product's service category (A/B/C). The first character of the activation code denotes the applicable service category.

Once all the information has been added select « **Submit** ». When the Registration Confirmation message appears click « **OK** » to return to the main menu.

After activating your service, you will receive a confirmation email with the D-Link Assist Service contract.



Note: from the time that the confirmation document and service contract are sent to you, D-Link shall require two business days to deliver on its DAS Service.

3.2 Multiple Activations

For large purchases of D-Link Assist Services, save time by activating up to 10 services in one go.

Select « **Activate D-Link Services** » in the main menu.

To complete multiple activations, please follow these steps:

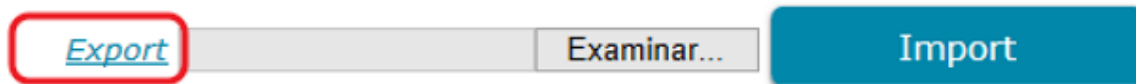
1. Filter by product name or serial number using the optional search function to display up to 10 products that have the services you wish to active.

Optional Search (partial names allowed):

Product

Serial Number

2. Download the required template by selecting « **Export** » in the **Activate D-Link Services** screen.



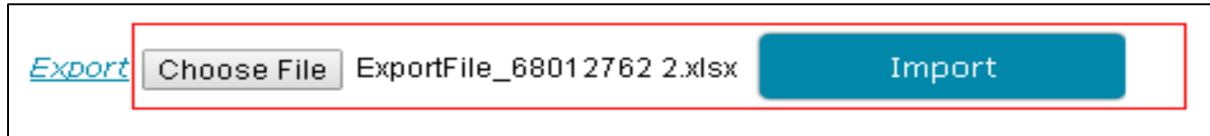
Here are some tips on how to fill in the template:

1. Fill in the blank fields only with Activation Code and Service Purchase Date.
2. Site Number can be changed from the « **Activate D-Link Services** » screen once the information is imported by clicking the magnifying glass.

	A	B	C	D	E	F	G	H	I
	Product	Product Description	Serial Number	Category	Product Purchase Date	Registration Date	Activation Code	Service Purchase Date	Site Number
1	Product	Product Description	Serial Number	Category	Product Purchase Date	Registration Date	Activation Code	Service Purchase Date	Site Number
2	DWC-1000	D-Link Wireless Controller	SSPLUAT2982981	B	2014-03-01	2014-04-07			68013695
3	DWC-1000	D-Link Wireless Controller	SSPLUAT2982982	B	2014-03-01	2014-04-07			68013696
4	DWC-1000	D-Link Wireless Controller	SSPLUAT2982983	B	2014-03-01	2014-04-07			68013697
5	DWC-1000	D-Link Wireless Controller	SSPLUAT2982984	B	2014-03-01	2014-04-07			68013698
6	DWC-1000	D-Link Wireless Controller	SSPLUAT2982985	B	2014-03-01	2014-04-07			68013699
7	DWC-1000	D-Link Wireless Controller	SSPLUAT2982986	B	2014-03-01	2014-04-07			68013700
8	DWC-1000	D-Link Wireless Controller	SSPLUAT2982987	B	2014-03-01	2014-04-07			68013701
9	DWC-1000	D-Link Wireless Controller	SSPLUAT2982988	B	2014-03-01	2014-04-07			68013702
10	DWC-1000	D-Link Wireless Controller	SSPLUAT2982989	B	2014-03-01	2014-04-07			68013703
11									

3. Once activation code and service purchase date has been entered, save the updated file on your computer.
4. Return to the « **Activate D-Link Services** » Screen and browse and select the uploaded file saved on your computer.

5. Select « **Import** » to upload the updated file and review the results.



6. Click « **Submit** » to complete the multiple activation. When the Registration Confirmation message appears click « **OK** » to return to the main menu. After activating, you will receive a confirmation email with the D-Link Assist Service contract.

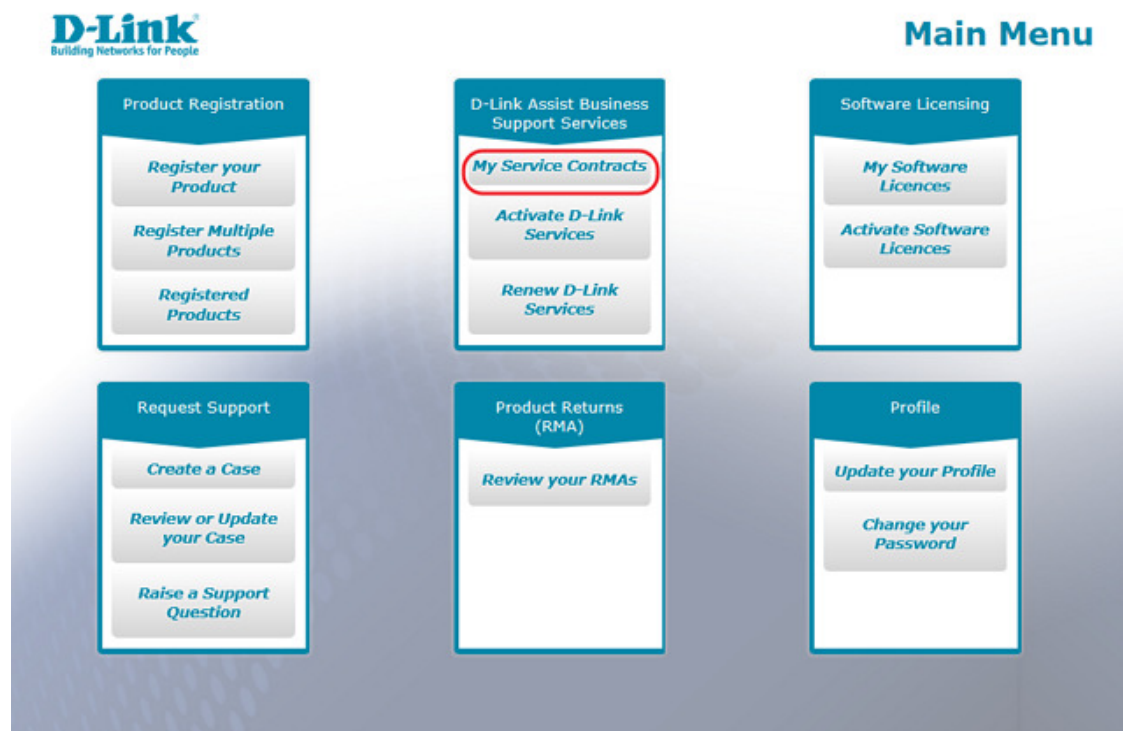
3.3 Existing Activation

If you wish to view all of your activated D-Link Assist Services, simply click the tab « **Existing Activation** » where all activated services are listed.

You can also use this function to identify inactivated services.

Product	Product Description	Serial Number	Contract Number	Service Description	Contract S
DEM-311GT	1-Port Mini-GBIC to 1000BaseSX	88P11AM7308300	1071908CM0.160	Silver 1YR - C	2013-05-30
DEM-311GT	1-Port Mini-GBIC to 1000BaseSX	88P11AM7308301	1071908CM0.190	Silver 1YR - C	2014-05-30
DEM-311GT	1-Port Mini-GBIC to 1000BaseSX	88P11AM7308310	1071908CM0.230	Silver 1YR - C	2013-05-30

Activated services can also be viewed by selecting « **My Service Contracts** » in the Main Menu where the DAS contract details corresponding to your completed activations are listed.



3.4 Renew D-Link Services

When renewing your D-Link Assist Service, your provider sent you a file by email containing the activation code.

In your inbox you will find an email requesting to renew your D-Link Assist Service. The attachment to the message contains the activation code needed to activate the service through the Service Portal:

D-Link
Building Networks for People

Service Contract

Customer: SSP EN Tech Customer (LH1 Alpha)
Address: Glaston
Avenue
London NW10
United Kingdom

Site: NEW SITE 28-03-2014
Address: AL1
AL2
AL3
London NW10
United Kingdom

Email: sspenq@customer@gmail.com

Serial Number	Product	Product Description	Service Type	Contract No.	Contract Start	Contract End	Activation Code
SSPFLAAT288234	DEM-311GT	1-Port Mini-GBIC to 1000BaseSX	Silver 1YR - C	10T1880EM1118	2014-06-30	2015-06-29	C18VWLnJ7Pg

To renew your existing D-Link Assist Service contract log in to the Service Portal and select « **Renew D-Link Services** » in the Main Menu.

D-Link
Building Networks for People

Main Menu

- Product Registration
 - Register your Product
 - Register Multiple Products
 - Registered Products
- D-Link Assist Business Support Services
 - My Service Contracts
 - Activate D-Link Services
 - Renew D-Link Services**
- Software Licensing
 - My Software Licences
 - Activate Software Licences
- Request Support
 - Create a Case
 - Review or Update your Case
 - Raise a Support Question
- Product Returns (RMA)
 - Review your RMAs
- Profile
 - Update your Profile
 - Change your Password

You will need to accept the « **Renew D-Link Services Terms and Conditions** » before you continue. Tick the box next to « **Accept Terms and Conditions** » and click on the « **OK** » button.



Renew D-Link Services Terms and Conditions

Please click the following link to read the Terms and Conditions before you continue:

[Terms and Conditions](#)

Accept Terms and Conditions

Cancel

OK

When the « **Renew D-Link Services** » screen opens up select the product that has the service by ticking the box next to the product name.

Complete the renewal by entering the Activation Code you received by email into the Activation Code field and click « **Submit** ».

Cancel **Submit** [Terms and Conditions](#)

Customer: BuyBuy **Email:** buybuy.jalay@gmail.com
Main Address: Street, City 111 111, United Kingdom **Phone:** +44-456789

Optional Search (partial names allowed):

Product **Search**
Serial Number

[Export](#) [Examiner...](#) **Import**

<input checked="" type="checkbox"/>	Product	Product Description	Serial Number	Category	Activation Code	Contract
<input type="checkbox"/>	DEM-311GT	1-Port Mini-GBIC to 1000BaseSX	SEP104T20002E	C	<input type="text"/>	1071908C
<input type="checkbox"/>	DWC-1000	D-Link Wireless Controller	SEP104T20002E	B	<input type="text"/>	1071908C
<input type="checkbox"/>	DGS-1024T	24-Port 10/100/1000Mbps Copper	SEP104T20002E	A	<input type="text"/>	1071908C

When the Registration Confirmation message appears click « **OK** » to return to the main menu. A Service Activation Confirmation email will be sent to you shortly after.

Note: If you need to change the location of a product listed in the Service Contract please inform your local Help Desk in advance and in writing (e-mail or courier delivered mail) with no less than thirty business days' notice. However, such notice of change is not accepted by D-Link until confirmed in writing by D-Link. With regards to changes to location communicated by customer, D-Link is entitled to terminate the DAS service agreement if the new location of the product cannot be reached within the guaranteed response time.

Note: If needed you can search for the product that requires renewal by:

- By entering the serial number
- By product name (also by partial names)

Optional Search (partial names allowed):	
Product	<input type="text"/>
Serial Number	<input type="text"/>
<input type="button" value="Search"/>	

3.5 Multiple Renewals

For large renewals of D-Link Assist Services, save time by renewing up to 10 services at once.

Select « **Renew D-Link Services** » in the main menu.

To complete multiple renewal, please follow these steps:

1. Filter by product name or serial number using the optional search function to display up to 10 products that have the services you wish to active.

Optional Search (partial names allowed):	
Product	<input type="text"/>
Serial Number	<input type="text"/>
<input type="button" value="Search"/>	

2. Download the required template by selecting « **Export** » in the **Renew D-Link Services** screen.

Renew D-Link Services

[Export](#) [Examinar...](#)

Renew Services						
<input checked="" type="checkbox"/>	Product	Product Description	Serial Number	Category	Activation Code	Contract
<input type="checkbox"/>	DEM-311GT	1-Port Mini-GBIC to 1000BaseSX	SSP1UAT200215	C	<input type="text"/>	1071908C
<input type="checkbox"/>	DWC-1000	D-Link Wireless Controller	SSP1UAT200115	B	<input type="text"/>	1071908C
<input type="checkbox"/>	DGS-1024T	24-Port 10/100/1000Mbps Copper	SSP1UAT200015	A	<input type="text"/>	1071908C

Here are some tips on how to fill in the template:

- Fill in the blank fields only with Activation Codes.
- Do not edit any other field.

	A	B	C	D	E	F	G	H	I
1	Product	Product Description	Serial Number	Category	Activation Code	Contract Number	Contract Start Date	Contract End Date	Service Package
2	DEM-311GT	1-Port Mini-GBIC to 1000BaseSX	SSP1UT0000212	C	BFFkqpQoYV	1071860CM.270	2013-04-30	2014-04-29	SILVER1Y
3	DEM-311GT	1-Port Mini-GBIC to 1000BaseSX	SSP1UT0000213	C		1071860CM.240	2013-05-05	2014-05-04	SILVER1Y
4	DWC-1000	D-Link Wireless Controller	SSP1UT0000112	B	CDCM8KTE	1071860CM.290	2013-04-15	2014-04-14	BRONZE1Y
5	DWC-1000	D-Link Wireless Controller	SSP1UT0000114	B		1071860CM.260	2013-05-09	2014-05-08	BRONZE1Y
6	DGS-1024T	24-Port 10/100/1000Mbps Copper	SSP1UT0000012	A	Ad5XmVHmi	1071860CM.250	2013-04-30	2014-04-29	GOLD1Y
7	DGS-1024T	24-Port 10/100/1000Mbps Copper	SSP1UT0000013	A		1071860CM.280	2013-05-09	2014-05-08	GOLD1Y
8									

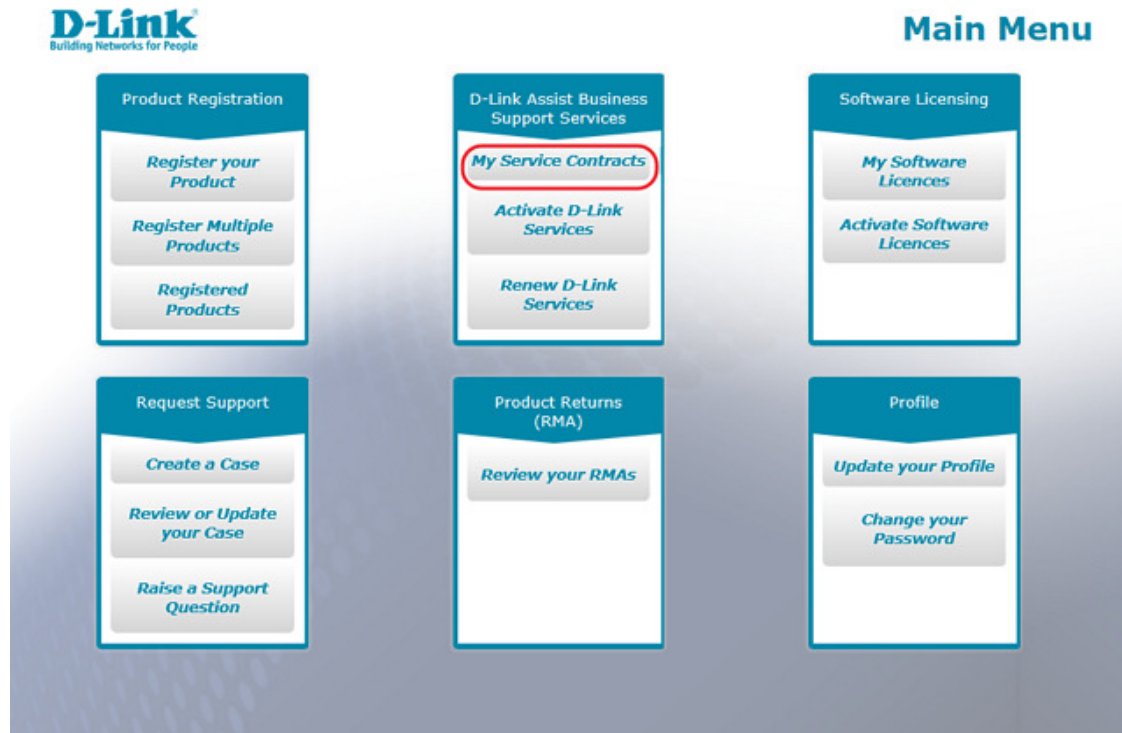
- Once activation codes has been entered, save the updated file on your computer.
- Browse and select the uploaded file saved on your computer.
- Select « **Import** » to upload the updated file and review the results.

[Export](#) ExportFile_68012762 2.xlsx

- Click « **Submit** » to complete the multiple renewal. When the Registration Confirmation message appears click « **OK** » to return to the main menu. After renewal, you will receive a confirmation email with the D-Link Assist Service contract.

Note: please see the *How to upload a file* chapter for further details on how to upload a file.

Renewed services can be viewed by selecting « **My Service Contracts** » in the Main Menu where the DAS contract details corresponding to your completed activations and renewals are listed.



4 Software Licence Activation

When purchasing your D-Link Software Licence your provider sent you a file by email containing a **License Key**.

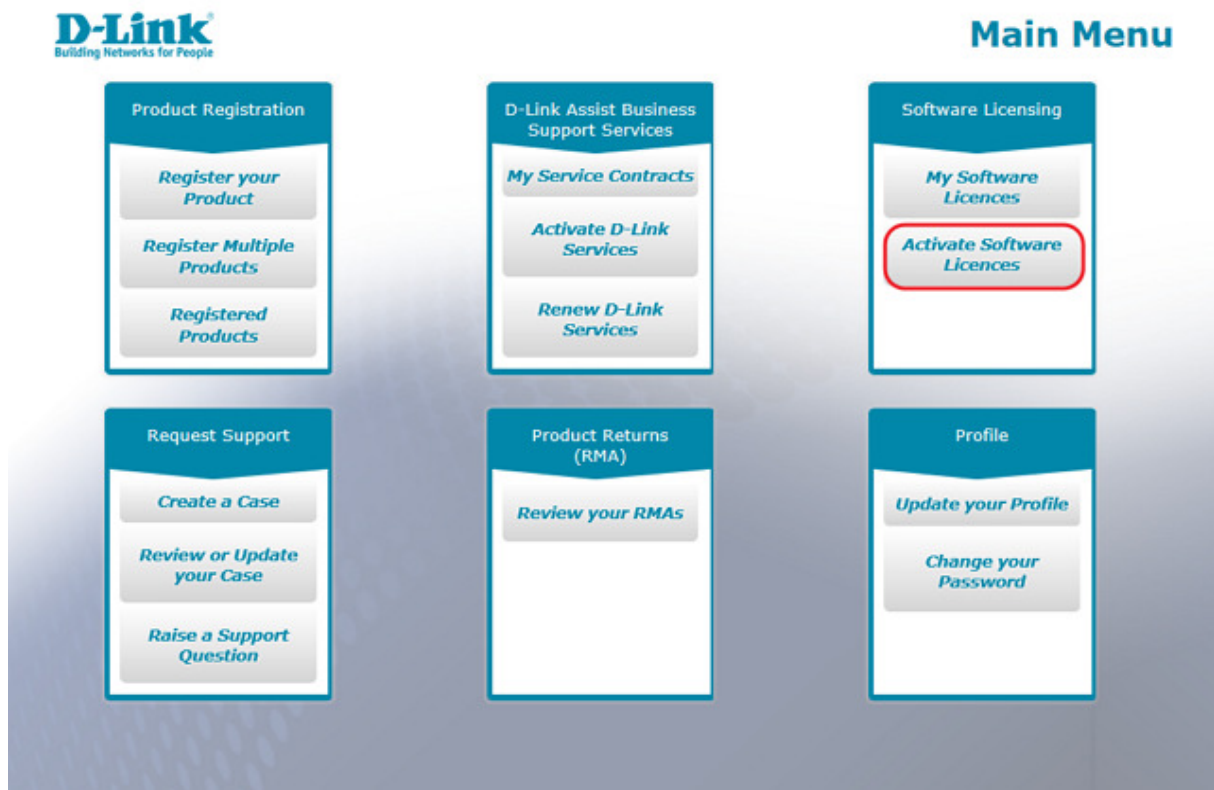
You will need the **License Key** to generate a Software Licence Activation Code for your product. Please remember that you will need to register the product the licence was purchased for.

The screenshot shows an email header with the D-Link logo and a subject line 'D-Link Software License Keys'. The email body contains order details and contact information. Below is a table of license keys.

Order Number	Order Line	License Model	License Description	Activation Type	License Key	
13008052	SO	1.000	DWC-1000-AP6-LIC	DWC-1000 +6 Access Points	Interactive	0P670LMS7C370401
13008052	SO	1.001	DWC-1000-AP6-LIC	DWC-1000 +6 Access Points	Interactive	D6R7EALM5T6G70402

4.1 Activate a software licence

To activate your Software License log in to the Service Portal and select « **Activate Software Licences** » in the Main Menu.



You will need to accept the *Activate Software Licences Terms and Conditions* before you continue. Tick the box next to « **Accept Terms and Conditions** » and click on the « **OK** » button.

Activate Software Licences Terms and Conditions

Please click the following link to read the Terms and Conditions before you continue:

[Terms and Conditions](#)

Accept Terms and Conditions

Note: please ensure that you have the correct Email address and country configured in your profile before activating your licence.

In the «**Activate Software Licences Serial Numbers** » screen, simply select the product for which the licence was purchased by clicking on the serial number. If you cannot find your serial number, check that it has been registered or register it by selecting « **Product Registration**» in the Main Menu.

Software Licence Activation

Using the serial number, select the product you wish to generate a Software Licence Activation Code for:

Serial Number	Product Code	Product Description
Q8E21C2000021	DWC-1000	D-Link Wireless Controller
Q8E21C2000035	DWC-1000	D-Link Wireless Controller
Q8E21C2000049	DWC-1000	D-Link Wireless Controller
Q8E21C2000075	DWC-1000	D-Link Wireless Controller

Note that you can search for the product that requires activation by:

- By entering the serial number
- By product name (also by partial names)

Optional Search (partial names allowed):

Product

Serial Number

In the screen that opens up, once you have selected the product, enter a valid Licence Key purchased from D-Link and click « **Get Activation Code** » to generate a unique code that should be entered into your device.

Please enter a Licence Key to activate and press the Get Activation Code button:

Enter Licence Key provided

Your final Activation Code to be entered into your device will be emailed to you shortly after.

To: ehq-jdesupport@dlink.com
Cc:
Subject: D-Link Software License Activation

Message RD CSS13E_EN.pdf (77 KB)

Dear Customer

Thank you for purchasing a D-Link software license. Please find attached a PDF document with your Software License Activation Code(s).

In order to complete the software activation process, enter the attached code into your product as outlined in the user manual, a copy of which can be found on the CD accompanying your product or alternatively on our website: <http://www.dlink.com/uk/en/> This completes your software activation process.

Please keep a copy of this receipt for your records.

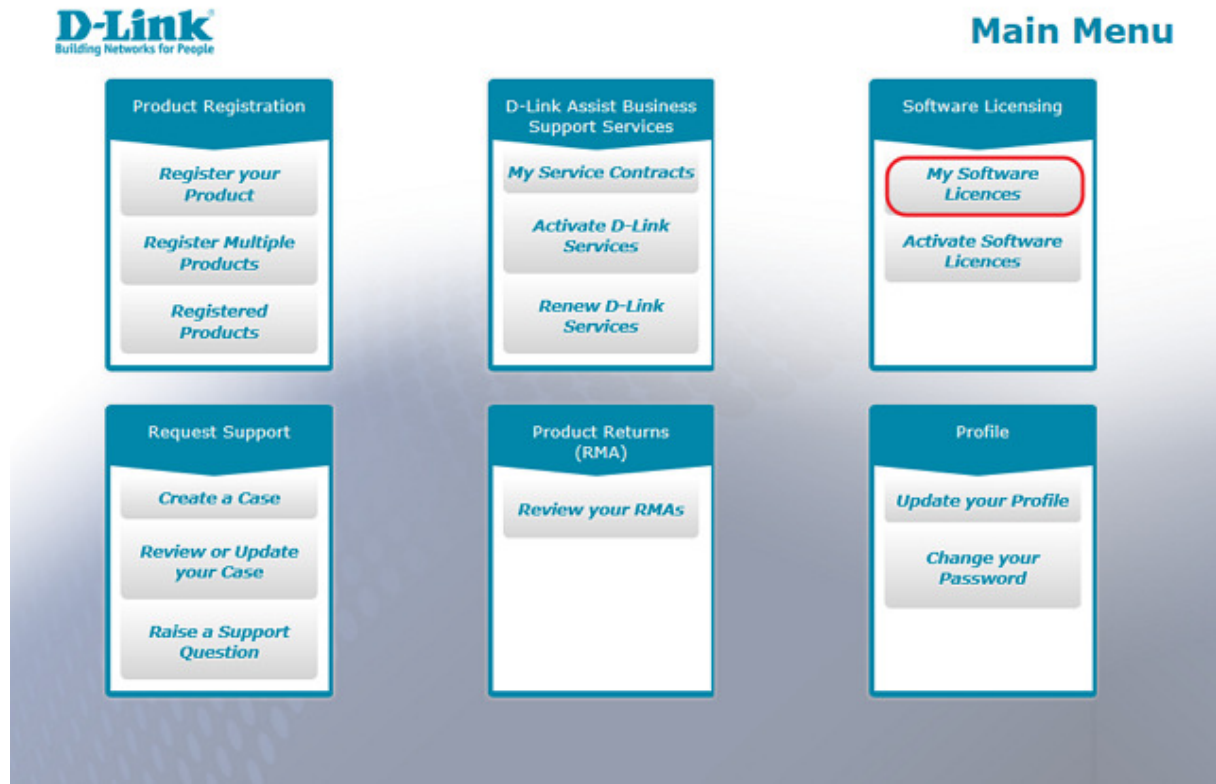
Thank you for purchasing D-Link Products. If we can be of any further assistance, please do not hesitate to contact us.

D-Link (Europe) Limited

This email address is not monitored. Please do not reply to this email as we will not be able to read or respond to your messages.

4.2 My Software Licences (review/ Re-send Activation Codes)

If the Activation Code is lost or misplaced, you can enter the « **My Software Licences** » from the Main Menu to request that the Activation Code for a specific Software Licence be re-sent to your email.



In « **My Software Licences** » search for the product for which the activation code was purchased and click « **Re-send Activation Code** ». Shortly after, you will find an email with the Software Licence Activation Code in your inbox.

The screenshot shows the 'My Software Licences' page. At the top, there are 'Cancel' and 'Re-send Activation Codes' buttons. A red arrow points to the 'Re-send Activation Codes' button. Below the buttons, there is a form for customer information and a search section. The search section includes fields for 'Product' and 'Serial Number', and a 'Search' button. Below the search section is a table of software licenses.

Serial Number	Product Code	Product Description	MAC Address	Licence Model	Licence K
Q8821C308B001	DWC-1000	D-Link Wireless Controller	28107BBBCF43	DWC-1000-VPN-LIC	7E70A0E0E1E4
Q8821C308B001	DWC-1000	D-Link Wireless Controller	28107BBBCF43	DWC-1000-AP6-LIC	80C0C4C0C0
Q8821C308B001	DWC-1000	D-Link Wireless Controller	28107BBBCF6D	DWC-1000-AP6-LIC	8AFA000000

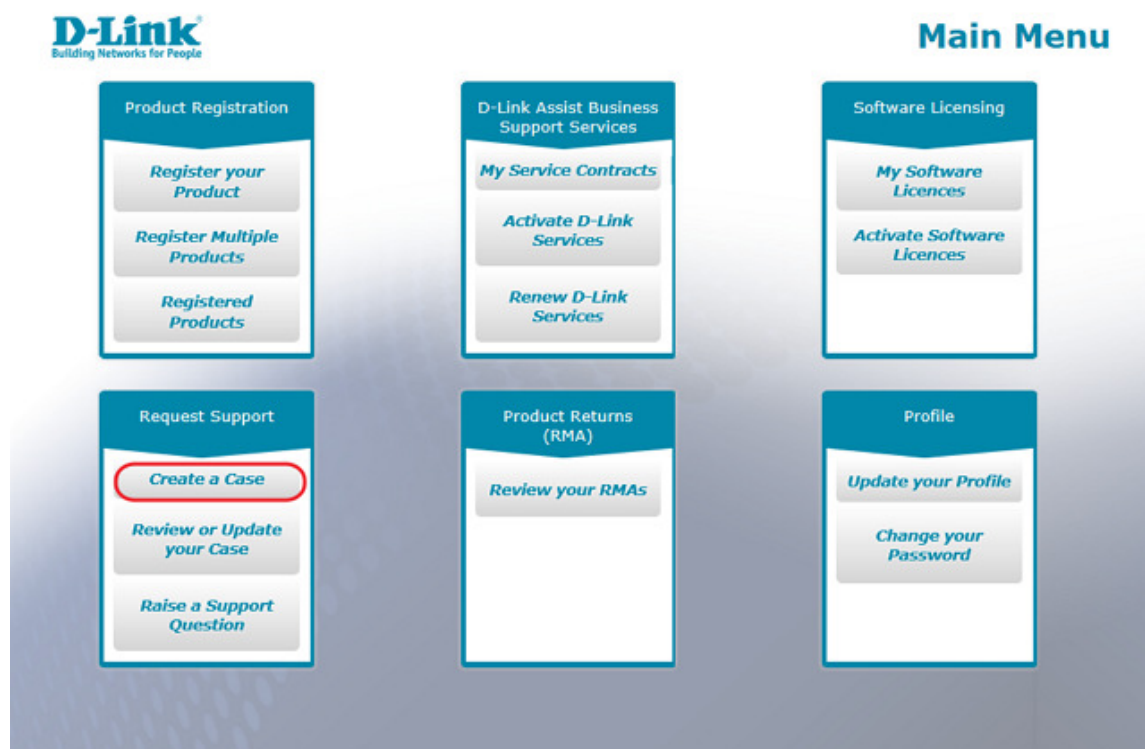
Total Record: 3 Page: 1/1 Page Size: 10

5 Cases

Do you have a question related to a D-Link product? This section allows you to exchange information with the D-Link Support team.

5.1 Create a case

To submit a new request to the D-Link Support, select « **Create a Case** » in the Main Menu.



In the screen that opens up enter the serial number of your D-Link Product and your operating system.

Note: Click on the Serial Number Help icon for help in entering the serial number of your product.

The screenshot shows the D-Link case creation form with the following fields and buttons:

- Buttons:** Cancel, Submit
- Company Name:** Buy-Buy Juby
- Case Number:** 282694
- Contact Name:** Buy-Buy
- Phone Number:** +44 456789
- Email:** buybuy.juby@gmail.com
- Serial Number:** [Input field with a help icon (circled in red)]
- Product:** [Input field]
- Operating System:** -- Select One -- (dropdown menu, circled in red)
- Firmware:** [Input field]
- Hardware Version:** [Input field]

Enter the serial number either manually or use the magnifying icon and choose from a list of all your registered D-Link products. In the screen that opens up, select the serial number you wish to create a case for and then click « **Select** » as shown below.

D-Link
Building Networks for People

Create a Case Serial Search

Customer: Buy Buy

Sort by Page Size

Tick to select a record

<input checked="" type="checkbox"/>	Serial Number	Product	Product Description	Registration Date	Purchase Date	Co
<input type="checkbox"/>	QBE21C2000021	DWC-1000	D-Link Wireless Controller	2014-03-27	2014-03-26	Unit
<input type="checkbox"/>	QBE21C2000035	DWC-1000	D-Link Wireless Controller	2014-03-27	2014-03-26	Unit
<input type="checkbox"/>	QBE21C2000049	DWC-1000	D-Link Wireless Controller	2014-04-07	2014-03-31	Unit
<input type="checkbox"/>	QBE21C2000075	DWC-1000	D-Link Wireless Controller	2014-04-07	2014-03-31	Unit
<input type="checkbox"/>	SSP1UAT200001	DGS-1024T	24-Port 10/100/1000Mbps Copper	2014-04-07	2013-04-30	Unit
<input type="checkbox"/>	SSP1UAT200015	DGS-1024T	24-Port 10/100/1000Mbps Copper	2014-04-07	2013-04-30	Unit
<input type="checkbox"/>	SSP1UAT200087	DGS-1024T	24-Port 10/100/1000Mbps Copper	2014-06-04	2014-06-01	Unit
<input type="checkbox"/>	SSP1UAT200101	DWC-1000	D-Link Wireless Controller	2014-04-07	2013-04-30	Unit
<input type="checkbox"/>	SSP1UAT200115	DWC-1000	D-Link Wireless Controller	2014-04-07	2013-04-30	Unit
<input type="checkbox"/>	SSP1UAT200201	DEM-311GT	1-Port Mini-GBIC to 1000BaseSX	2014-04-07	2013-04-30	Unit

Total Record: 73 Page: 1/8 Page Size: 10

1 2 3 4 5 6 7 8 > >>

If the serial number could not be recognized, you can still proceed with your request by entering the Product Name instead.

Enter as much information as possible about the problem you are addressing in the message field to enable the D-Link Help Desk to resolve your issue as quickly as possible.

After you have written your notes in the message field, you are asked to upload a copy of your receipt for that particular product. Please do this by selecting « **Click Here to attach your Proof of Purchase** ».

Enter Your Message:

[Attach Your Proof of Purchase or a File](#)

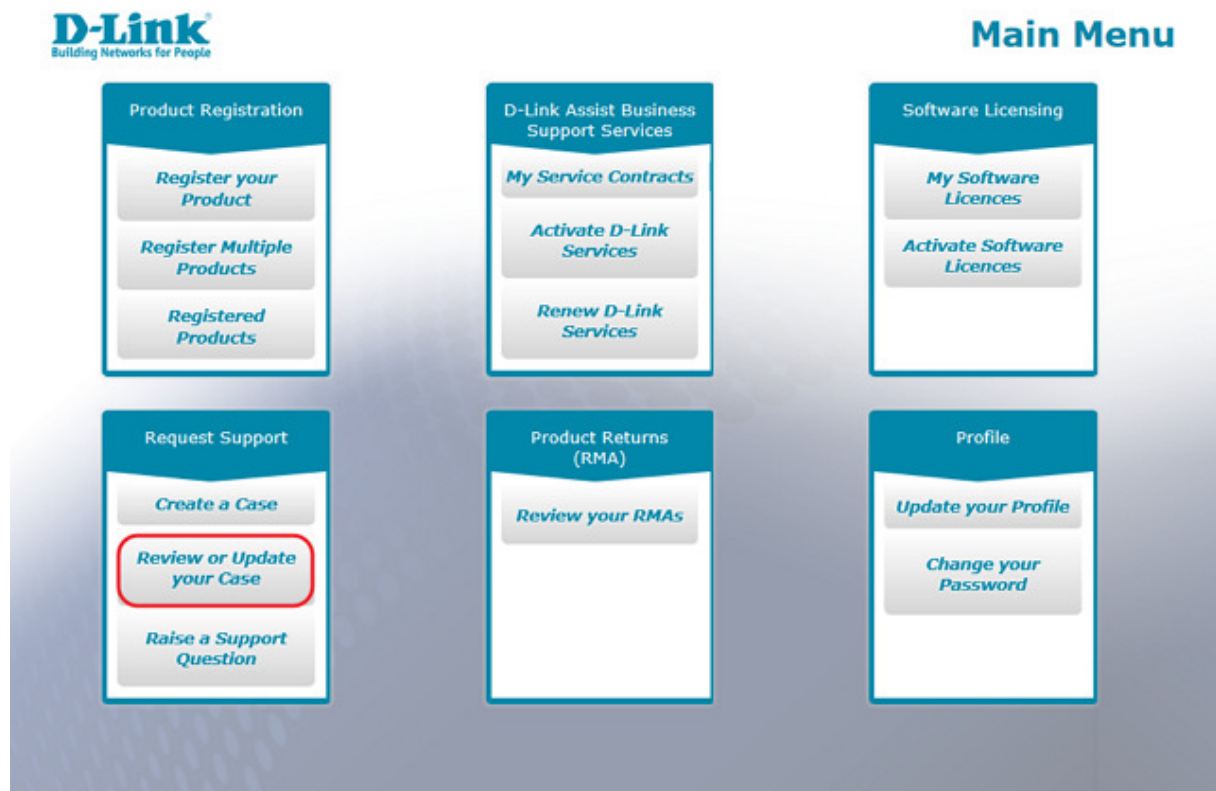
Click « **Browse** » to select a file and then click « **Import** » to upload it.

Note: please see the *How to upload a file* chapter for further details.

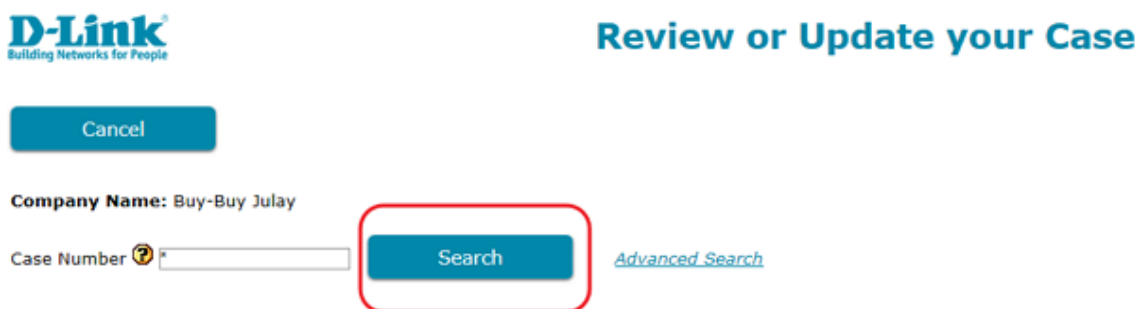
5.2 Review or Update your Case

Once you have submitted a case, you can always review or update it with new information, add attachments or simply have another look at the solution provided by support.

Select « **Review or Update your Case** » in the Main Menu.



You can search for your case by entering the Case Number or by simply by clicking the « **Search** » button.



You will then see a list of all of your cases. Select the case you want to review by clicking on the case number hyperlink.

D-Link Building Networks for People

Review or Update your Case

Cancel

Company Name: Buy-Buy Julay

Case Number [Advanced Search](#)

Case Number	Contact Name	Problem	Priority	Beginning Date
278764	Buy-Buy	OnT-730/E E	Standard	2014-07-01
276484	Buy-Buy	ONV-0123 B ES TRET	Standard	2014-06-17
276270	Buy-Buy	On-30tP+78 E Coemns ES-04 (opening file 'local200' 2014-06-05 11:56 GMT+1)	Standard	2014-06-05

Note: by using « **Advanced Search** » you can look up a certain case by:

- Entering Serial Number
- By entering Case Open / Close Date details
- By entering Case Status

Case Number [Hide Advanced Search](#)

Serial Number

Case Open Date From through

Case Status

Case Close Date From through

In the « **Review or Update your Case** » screen, by moving the slider to the right you will find the status of each case using the following key:

- **Awaiting Customer:** we have contacted you to request further details to allow us to progress with the case.
- **Cancelled:** your case has been cancelled. Please contact your local Help Desk for further information.
- **Complete:** your case is resolved.
- **New:** you have created a case which has not yet been assigned to a Help Desk agent.
- **Open:** your case is being reviewed by a Help Desk agent who will respond as quickly as possible.
- **Proof of Purchase required:** please provide the proof of purchase of the product to validate the warranty.

Priority	Beginning Date	Beginning Time	Case Status	Serial Number	Product Description	RMA Exist
Standard	2014-04-25	12:43:00	Complete	DEFLWT280081	D-Link Wireless N Router w/	No
Standard	2014-04-25	12:08:00	Complete	DEFLWT280080	D-Link Wireless N Router w/	No
Standard	2014-04-25	11:34:00	Complete	DEFLWT280081	D-Link Wireless Controller	No
Standard	2014-04-07	16:17:00	Complete	DEFLWT280081	D-Link Wireless Controller	No
Standard	2014-04-07	17:15:00	Open	DEFLWT280081	D-Link Wireless Controller	No
Standard	2014-04-07	16:44:00	Open	DEFLWT280081	24-Port 10/100/1000Mbps Copper	No

Total Record: 46 Page: 5/5 Page Size: 10

a) Review solutions

Select the case number you wish to review by clicking on the case number hyperlink.

Case Number	Contact Name	Problem	Priority	Beginning
275080	Buy Buy	DIR-615/DE E BLA BLA BLA	Standard	2014-04-25
275067	Buy Buy	DIR-615/DE E THIS IS A MESSAGE THIS IS A MESSAGE 1104507001 H'g'w[]=v'Y]@#	Standard	2014-04-25
275062	Buy Buy	DWC-1000 E This is a test message. Will FF will work now? Let's try ... AB # B.	Standard	2014-04-25
273825	Buy Buy	DWC-1000 E CASE CREATED TO VERIFY PRODUCT REGISTRATION	Standard	2014-04-07
273824	Buy Buy	DWC-1000 E CASE CREATED TO REVIEW REGISTRATION DETAILS	Standard	2014-04-07
273821	Buy Buy	DGS-1024T E TEST TO SEE THE REGISTRATION DETAILS	Standard	2014-04-07

Total Record: 46 Page: 5/5 Page Size: 10

In the case details screen that opens up, you will see the « **Communication History** » window where you can view information about your case. In the « **Enter Your Message** » window you can add comments or questions and attach files.

Enter Your Message:

[Attach Your Proof of Purchase or a File](#)

Communication History

The following Files have been uploaded

b) Attach a file to your case

If you need to report a problem to D-Link Help Desk or provide new information such as error messages, screen shots, configuration files, please use the conversation window « **Enter Your Message** » to write your comments.

Click « **attach Your Proof of Purchase or a File** » to send a file to the D-Link Help Desk.

Note: please see the *How to upload a file* chapter for further details.

c) Reopen or close a case

It is possible to reopen a previously closed case if necessary simply by clicking on the hyperlink « **Reopen this Case** » in the « **Review or Update your Case** » details screen.



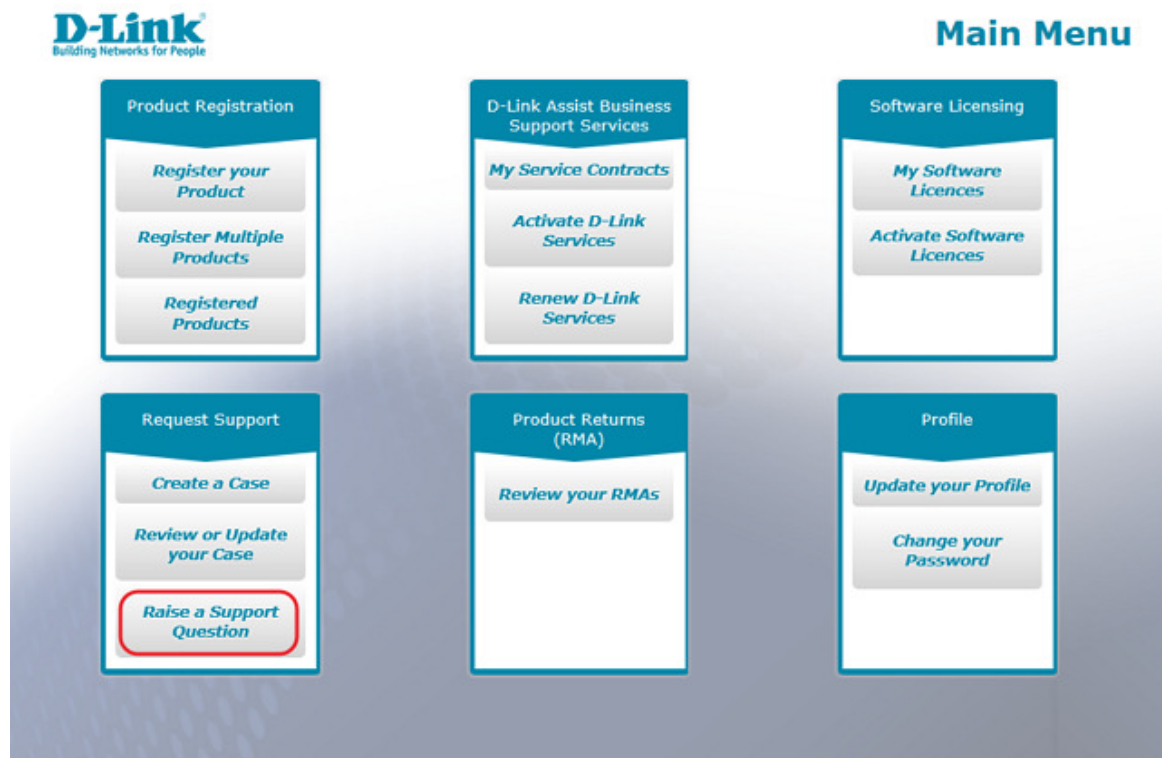
You may also close a case yourself by clicking on the hyperlink « **Close Case** » in the details screen of this one case.



5.3 Raise a Support Question

Do you want to ask a question about one of our products?

If you do not own a D-Link product but are thinking of buying one and are in need of additional information, select « **Raise a Support Question** » in the Main Menu to get in touch with us.



You do not need to enter the serial number of the product, but you must provide a valid D-Link product code and select an operating system.

D-Link
Building Networks for People

Raise a Support Question

Cancel Submit

Company Name: Buy-Buy Julay Case Number: 202713

Contact Name: Buy Buy

Phone Number: +44 456789

Email: buybuy.julay@gmail.com

Serial Number: ? [input] 🔍

Product: [dropdown]

Operating System: -- Select One -- [dropdown]

Firmware: [input]

Hardware Version: [input]

Enter Your Message:

[Large text area with scrollbars]

Fill in the firmware version and write your question in the conversation window « **Enter Your Message**».

Click « **attach Your Proof of Purchase or a File** » to send a document to the Help Desk.

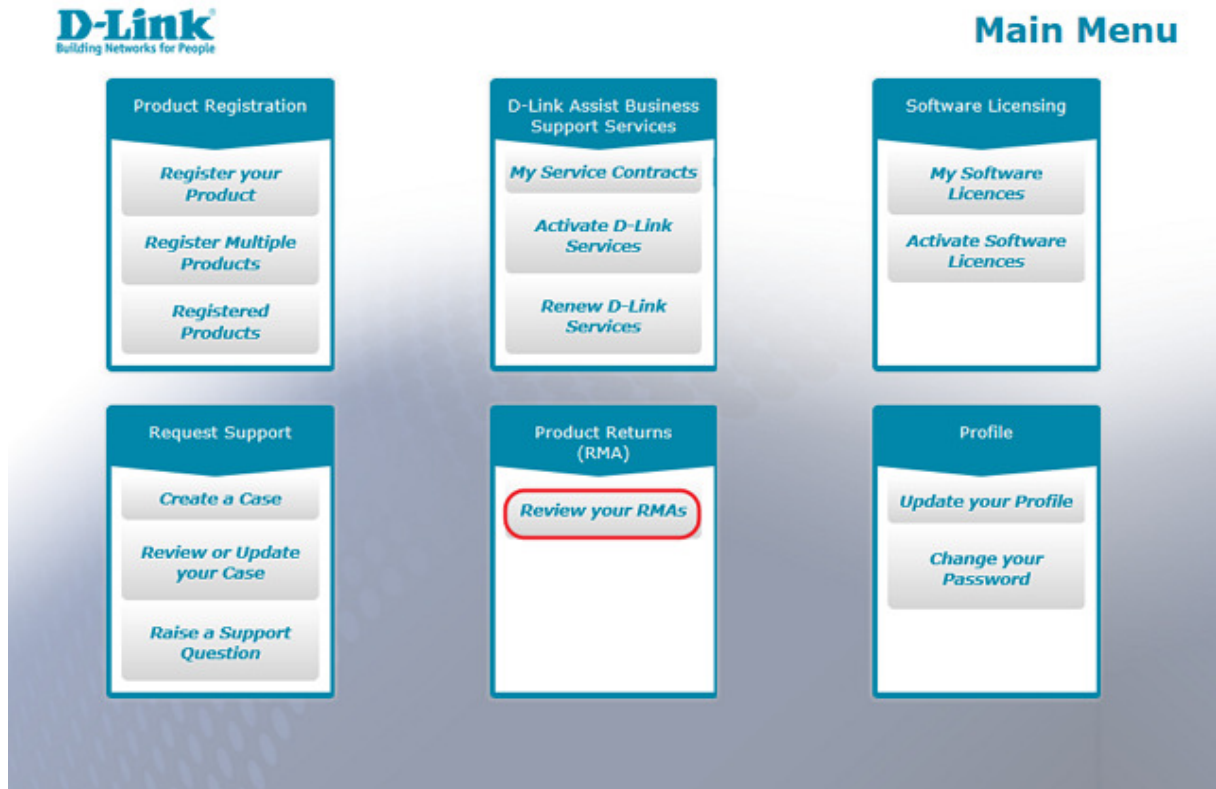
Note: please see *the How to upload a file* chapter for further details on how to upload files.

Click « **Submit** » to complete your support question.

When the Registration Confirmation message appears click « **OK** » to return to the main menu. Shortly after, you will receive a confirmation email with your pre-sales case number.

6 Review your RMAs

If your product has been approved for warranty exchange (RMA = Return Material Authorization), you can find details and status information by selecting « **Review your RMAs** » in the Main Menu.



All the RMAs you have raised are listed in the « **Review your RMAs** » screen. To see details of a particular RMA tick the RMA Number to select it and click « **View RMA Details** ».

The screenshot shows the 'Review your RMAs' screen. A red circle highlights the 'View RMA Details' button. Below the button is a table of RMA records.

<input checked="" type="checkbox"/>	RMA Number	RMA Type	RMA Status	Open Date	Closed Date	Case Number
<input checked="" type="checkbox"/>	14000025	Receipt only RMA	Closed	2014-01-28	2014-01-28	264933
<input type="checkbox"/>	13000085	Standard RMA	Closed	2013-07-29	2013-07-29	265318
<input type="checkbox"/>	12000147	Partial (Component) Swap	Closed	2012-07-07	2012-07-18	
<input type="checkbox"/>	12000146	Partial (Component) Swap	Closed	2012-07-07	2012-07-18	
<input type="checkbox"/>	12000025	DOA RMA	Closed	2012-04-05	2012-04-05	
<input type="checkbox"/>	11000160	Standard RMA	Closed	2011-02-09	2011-02-09	

Total Record: 6 Page: 1/1 Page Size: 10

Note: to your right you can sort through, viewing All, Open or Closed RMAs.



To see details of a particular RMA tick the RMA Number to select it and click « **View RMA Details** ».

D-Link
Building Networks for People

Review your RMAs
RMA Details

Cancel

Customer: [Customer mailing contact] Email: laura_engelhardt@dlink.com

RMA Number 14000050 Advanced Replacement RMA **Case Number** 267252
Open Date 2014-02-12 **Closed Date**
Status Open

RMA Line Number	Item Number Expected	Item Description	Quantity Expected from Customer	Se
1,000	DEM-311GT	1-Port Mini-GBIC to 1000BaseSX	1,00	

A red arrow points to the right side of the table, and a red circle highlights the horizontal scroll bar at the bottom of the table.

Use the horizontal slide bar at the bottom of the screen to view all details of your RMA such as the « **Receipt Status** » or « **Shipment Status** » column.

D-Link
Building Networks for People

Review your RMAs
RMA Details

Cancel

Customer: [Customer mailing contact] Email: laura_engelhardt@dlink.com

RMA Number 14000050 Advanced Replacement RMA **Case Number** 267252
Open Date 2014-02-12 **Closed Date**
Status Open

Receipt Status	Item Number To Be Shipped	Item Description	Quantity to be Sent to Customer
Waiting to Receive	DEM-311GT	1-Port Mini-GBIC to 1000BaseSX	1,00

A red arrow points to the right side of the table, and a red box highlights the 'Receipt Status' column.

The serial number of the faulty product that has been approved for Warranty Exchange is listed in the « **Serial Number Received** » column once it is received at D-Link's logistic centre.

RMA Number	14000027	View RMA-02602	Case Number	
Open Date	2014-01-28		Closed Date	
Status	Open			

Item Description	Quantity Expected from Customer	Serial Number Received	Receipt Status	Item
D-Link Wireless N Router v1/	4,00	List Serial Numbers	Partially Received	
D-Link Wireless N Router v1/	3,00	List Serial Numbers	Partially Received	


Note: if quantity of your RMA is more than one, click the hyperlink to see the serial numbers listed.

The serial number of your replacement product is listed in the « **Shipment Serial Number** » column once it has been shipped to you.

Quantity to be Sent to Customer	Shipment Serial Number	Shipment Status	Shipment Tracking Number
4,00	List Serial Numbers	Dispatched	

Note: if quantity of your RMA is more than one, click the hyperlink to see a list of the serial numbers shipped to you.


Select « **Cancel** » to return to the « **Review your RMAs** » screen.



Review your RMAs

RMA Details

Cancel



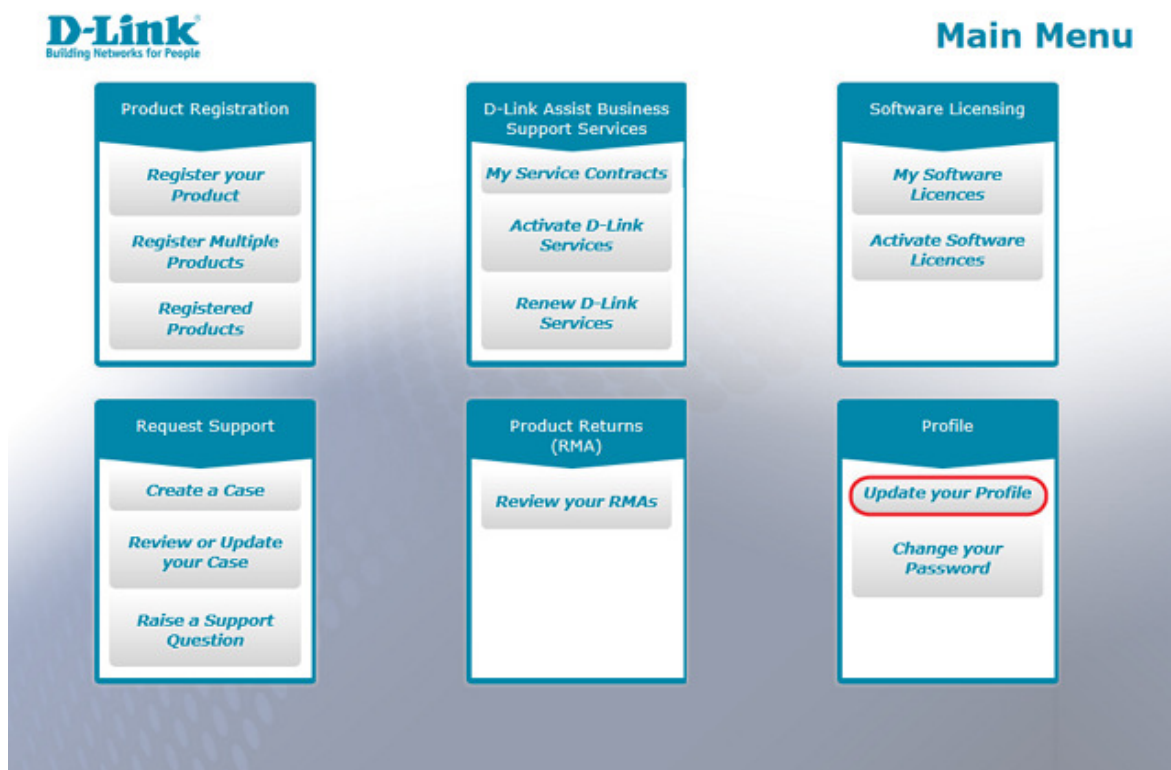
Customer: SSP (S) Test Customer (L&L Mallang) **Email:** espang@dlink.com

RMA Number	14000038	Ship Only RMA	Case Number	267270
Open Date	2014-02-10		Closed Date	
Status	Open			

Quantity to be Sent to Customer	Shipment Serial Number	Shipment Status	Shipment Tracking Number
4,00	List Serial Numbers	Dispatched	

7 Update your Profile

To update your contact details simply select « **Update your Profile** » in the Main Menu.



7.1 How to update your address details

Select the tab « **General Information** » to update your address and telephone number details., then click « **Submit** » to save the changes.

The image shows the 'Update your Profile' form. At the top right is the title 'Update your Profile'. Below it are 'Cancel' and 'Submit' buttons, with the text 'Change your details or those of your contacts' to the right. The 'Company Name' field contains 'Kip Rap'. Below this are two tabs: 'General Info' (highlighted with a red circle) and 'Contacts'. Under the 'General Info' tab, the 'Address' section contains the following fields: 'Address Line 1' (containing 'Street, 2'), 'Address Line 2', 'Address Line 3', 'City' (containing 'City 3'), 'Country' (a dropdown menu showing 'United Kingdom'), and 'Post Code' (containing '123').

7.2 How to update your Email Address

The tab « **Contact** » contains basic contact information such as Name, Email Address and User ID.

To update your email address, click on the hyperlink in the « **Contact Name** » column.

D-Link Building Networks for People **Update your Profile**

Change your details or those of your contacts

Company Name: Rip Rap

General Info **Contacts**

Contact Name	Title	Phone Number	Email	Primary Contact
Rip Rap			rip@rip@yashco.com	Yes

Total Record: 1 Page: 1/1 Page Size: 10

That will take you to the screen « **Update your Profile Contacts** » from where you will be able to update your contact details such as your email address.

D-Link Building Networks for People **Update your Profile Contacts**

Company Name: Rip Rap

Name and Title

First Name:
Last Name:
Title:
Department Code:

User ID

User ID:

Email Address *

Preferred Contact Method:

Phone:

Area Code	Phone Number	Phone Type
<input type="radio"/> <input type="text"/>	<input type="text"/>	<input type="text" value="-- Select One --"/>

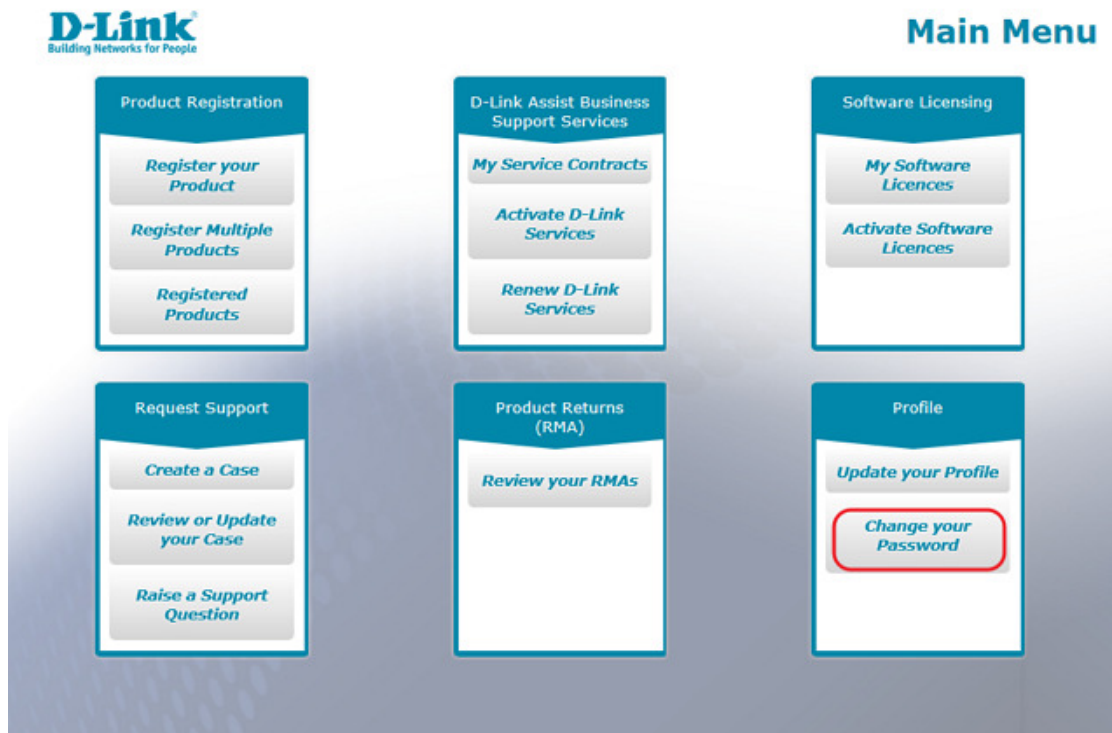
Total Record: 1 Page: 1/1 Page Size: 10

Tick to select a record

Note: changes to your profile are restricted if you have existing service contracts. Please contact your local Help Desk to request the required changes.

8 Change your Password

To change your password for the Self Service Portal select « **Change your Password** » in the Main Menu.



Enter your current password and then your new password twice, select « **Submit** ». Your new password can be up to 10 characters long and cannot be the same as any of your previous 10 passwords.

The image shows the 'Change your Password' form. The 'Old Password', 'New Password', and 'New Password - Verify' fields are circled in red. The 'Submit' button is also circled in red.

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Change your Password

Enter your current password and then your new password twice. Your new password can be up to 10 characters long and cannot be the same as any of your previous 10 passwords.

User ID:

Old Password:

New Password:

New Password - Verify:

You will not receive an email confirming that your password has been changed, so please be sure to use your new password the next time you sign in. If you have forgotten your User ID or Password, please refer to *Forgotten User ID or Password* chapter to reset it.

Note: your User ID cannot be changed after your initial registration.

9 How to upload a file to your case

If you have an open Support Request with our Help Desk, you might be asked to upload files to assist Technical Support in identifying a problem. Below, it is described how to upload these files to the Self Service Portal:

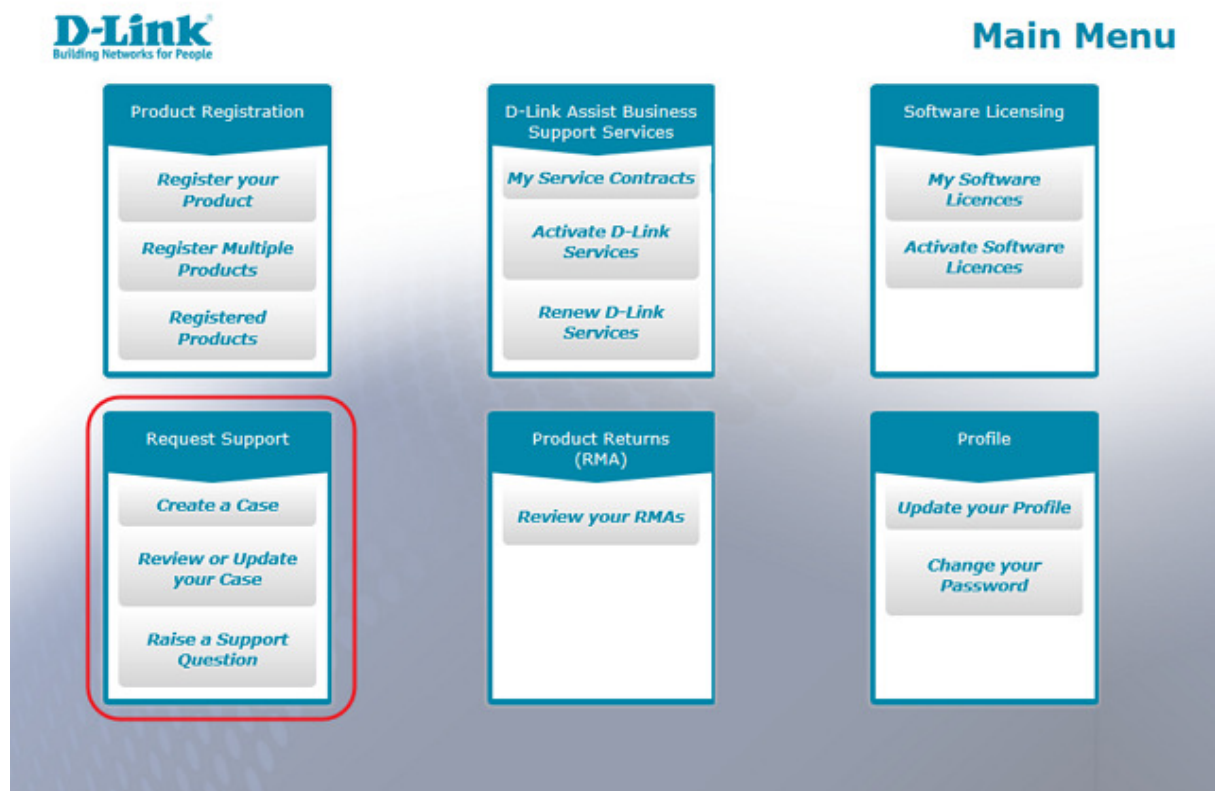
- When you create a case
- When you review or update your case
- When you raise a support question

Note: Certain file formats (scripts, batch files or executables) will not be allowed for security restrictions. **For that reason, always zip your file to make it accessible for the Technical Support staff.**

There is one step that must be completed before uploading a file to your case:

Enter the serial number of your product in your case before uploading a file. That is, you can only upload a file to your case if you have entered the serial number of the product you have raised the support request for.

1. Select a support case type in the Main Menu *Create a Case, Review or Update your Case* or *Raise a Support Question*



2. Create a case or search for an existing case that you want to attach a file to.

3. In the case details screen click the hyperlink « **Attach Your Proof of Purchase or a File** » below the « **Enter Your Message** » conversation window.

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Cancel Submit [Close this Case](#)

Case	276229	Status ?	New
Case Created	2014-06-05 09:59:00		
Company Name	Buy-Buy Juley	Contact	Buy Buy
Contact Phone	+44 436788	Email	buybuy.juley@gmail.com
Serial Number		Product	DFL-260/E, NETDEFEND UTM Firewall 260
Hardware Version		Firmware	xyz
Operating System	Linux/FreeBSD/UNIX	Problem	DFL-260/E E Scenario #3-03 03/08/14 @11:00

Enter Your Message:

[Attach Your Proof of Purchase or a File](#)

Communication History

The following Files have been uploaded

4. In the new screen that opens up, click « **Browse** » to select a file saved on your computer and then click « **Import** » to upload it. The uploaded file should not exceed 50MB, or it results in error.

Cancel

Case Number: 276229

Examinar...

Import

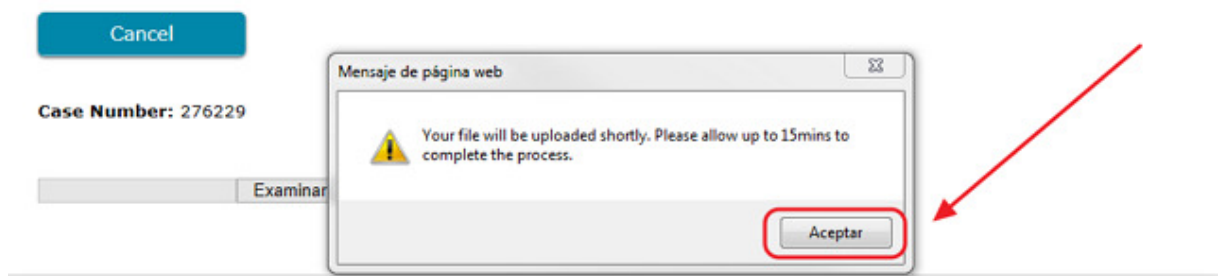
Note: depending on the internet browser you use, the name of the Browse/Choose File button can be different.

- When the web message appears informing you that your file will be uploaded shortly, click « OK » to return to the case.



Review or Update your Case File Upload

Click Browse to select a file and then click Import to upload it. You can upload a file with a maximum size of 50MB. Certain file formats (scripts, batch files or executables) will not be allowed for security restrictions. Note that it will take up to 15mins for your file to be uploaded and accessible by the D-Link Help Desk. Names of successfully uploaded files will be listed at the bottom of the Review or Update you Case - Case Details screen. You can upload additional files once each upload is completed successfully.



- Click « Submit » to complete the file upload and save the changes.

Case	276229	Status	New
Case Created	2014-06-05 09:59:00	Contact	Buy Buy
Company Name	Buy-Buy Jalay	Email	buybuy.jalay@gmail.com
Contact Phone	+44 455700	Product	DFL-260/E, NETDEFEND UTM Firewall 260
Serial Number		Firmware	xyz
Hardware Version		Problem	DFL-260/E E Scenario 62-05 05/06/14 @11:08
Operating System	Linux/FreeBSD/UNIX		

Enter Your Message:

Communication History

[Attach Your Proof of Purchase or a File](#)

The following Files have been uploaded

Note: it will take up to 15 minutes for your file to be uploaded and accessible by the Technical Support staff.

When you enter your case again, below the « **Communication History** » window on the right side, you can see a note that your document has been uploaded with the name of your attachment.

Enter Your Message:

[Attach Your Proof of Purchase or a File](#)

Communication History

2014-07-25 10:46:00 ZZZBUY00 GMT 120 Reopen/Review

The following Files have been uploaded

1 DIR 868L admin password.png

10 Contact

If this user guide did not answer all of your questions, please contact us through the Customer Self Service Portal www.dlink.com/xx/xx/support