

# How to Obtain Support

We welcome your feedback and encourage you to contact us with any questions or comments. Please visit the [NuWave Technologies Support Center](#) to learn how to contact us.

We work hard to deliver quality products to our customers, but occasionally something goes wrong. Please review our suggestions for [How to Submit a Product Support Request](#). Below are instructions for obtaining product-specific details you should include in your Support Request:

## Determine the Product Version

Use the NonStop VPROC utility to find the LightWave Client product version:

```
> VPROC [<installation-subvolume>.]CLIENT
```

Copy and paste the VPROC output to your support request.

## Include a Copy of the API Definition

If your issue concerns a specific API that you are using, attach a copy of the API to your Support Request. You can obtain a copy of your API by using the [Console](#). Navigate to the API definition at issue. In the API view toolbar, click the (down-arrow icon) to export the API to a file. Alternatively, you can use the [CUTILITY](#) --export-api option to extract the API definition to a file on your NonStop system, then download the file to your personal computer.

## Enable Diagnostic Logging

A diagnostic log includes detailed information about a single API method invocation. This information can be extremely useful in diagnosing problems. If your issue concerns a specific API, [enable diagnostic logging](#). Reproduce your issue so that diagnostics can be logged. Download the diagnostic log and attach it to your Support Request.

## Client Application Source Code

If your problem relates to a specific API method invocation, consider including the relevant source code from your client application with your Support Request. That is, the source code that constructs and sends the request and receives and examines the response.