

# 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 SOAPam Server product version:

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

Copy and paste the VPROC output to your support request.

## Include a Copy of the Service Definition

If your issue concerns a specific service, attach a copy of the Service Definition File (.sdf) to your Support Request.

It is often helpful to include a copy of the DDL source that was used to create the DDL dictionary that your server application was built from.

## 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](#). Download the diagnostic log and attach it to your Support Request.