

VIPRE Support Information

In the event that you have a problem with your VIPRE license, the fastest way to have the problem resolved is to contact VIPRE direct.

Since March 2022, VIPRE no longer issues License Certificate. The validity of your License will be indicated in the description of our invoice.

For Renewals, the License Key will be unchanged.

For New Licenses, the License Key will be indicated included in the invoice.

The start and end date for ALL licenses will be included on your invoice

Click on any of the links below for additional information:

- [VIPRE Definitions](#)
- [Managing license overages](#)
- [How to upgrade to VIPRE Endpoint Security](#)
- [Download the latest version of Endpoint](#)
- [Process to update the current console from Business over to Endpoint](#)
- [Direct link to Endpoint Security Server](#)
- [Endpoint Security Server Administration Guide](#)
- [Endpoint Server to Cloud Migration Guides, Tool and Instructions:](#)
 - <https://success.vipre.com/endpoint-cloud-migration/endpoint-cloud-guided-migration>
 - https://success.vipre.com/en_US/endpoint-cloud-migration/endpoint-cloud-migration-download-install-migrator-tool
 - <https://success.vipre.com/endpoint-cloud-migration/endpoint-cloud-migration-simple-setup>
- [Important Windows 10 Anniversary Edition Notice](#)
- [How to confirm connectivity between a VIPRE Agents & Console](#)
- [The generic support page where you can look at your own version for documentation & assistance, as well as search for their issue – Business Support – Technical](#)
- [VIPRE Endpoint CLOUD Licenses, you can request for your Setup/Confirmation email to be re-sent using this link: *https://myvipre.com/register/enter*](#)

Here are the support contact options

- Technical Support Phone Numbers:
 - +1 877-673-1161
 - +61 1800 199 016 - Operates during US hours of 9am – 9pm EST
- Create New Case: <https://businesssupport.vipre.com/support/tickets/new>

Priority Levels Explained

- Priority 1 (Urgent)

Severe loss of functionality and/or severe performance degradation. Normal activities have been severely impacted.
- Priority 2 (High)

Significant loss of functionality and/or significant performance degradation. Normal activities have been significantly impacted.
- Priority 3 (Medium)

Loss of functionality and/or performance degradation requiring a notable level of intervention. Normal activities have been measurably impacted.
- Priority 4 (Low)

Loss of functionality and/or performance degradation. Normal activities have been minimally impacted.

The reason for establishing this procedure is to ensure that you receive the fastest possible resolution to your problems, *once your request has been logged you will receive a Ticket Number. At this stage we can assist in managing the resolution.*

If you do have any issues with the resolution of your support request, please send an email to sales@sgen.com.au with a brief description of the problem including your Ticket Number.