

What is advanced BarTender support?

Advanced BarTender support is a process initially designed as a pilot program for select partners in Americas to receive direct assistance from higher tiers of support and more efficiently address complex customer product issues. Support requests initiated through this process are directly addressed by Tier II Support. Support Engineers (Tier III Support) monitor the support requests and step in if issues are not following the correct resolution path. They coordinate with Tier II Support and internal teams to ensure issues are escalated and properly resolved.

What issues are supported?

Advanced BarTender support is used to request assistance on complex product issues for [supported BarTender on-prem versions](#) and Cloud where functionality is not performing as intended that relate to the following areas:

- BarTender on-prem – Integrations, REST API, .NET SDK, VBScript, Print Portal, System Database, BarTender Security, and advanced database connections.
- BarTender Cloud – REST API, ERP connectors, and external authentication.

This process can also be used to report any reproducible product bug affecting [supported BarTender on-prem versions](#) and Cloud.

Issues not supported by this process include areas not mentioned above and the following:

- Trivial issues – Activations, licensing (printer clears), general installation/configuration, label design, and simple database connections (Text, Excel, Access).
- Sales inquiries - Purchasing, pre-sales implementation, and proof of concepts.
- Professional services - Consultation and custom work related to label design, integrations, and coding/programming.

Who qualifies and can submit advanced BarTender support requests?

Currently, only designated technical contacts of select partners can request and receive advanced BarTender support on behalf of their end users.

What support channels are available?

The initial request for advanced BarTender support must be submitted through the [support website](#) by partners and their designated technical contacts. Channels for support will be provided based on the BarTender license and support plan of the request according to our [support guidelines](#). Advanced BarTender support is currently only available in English.

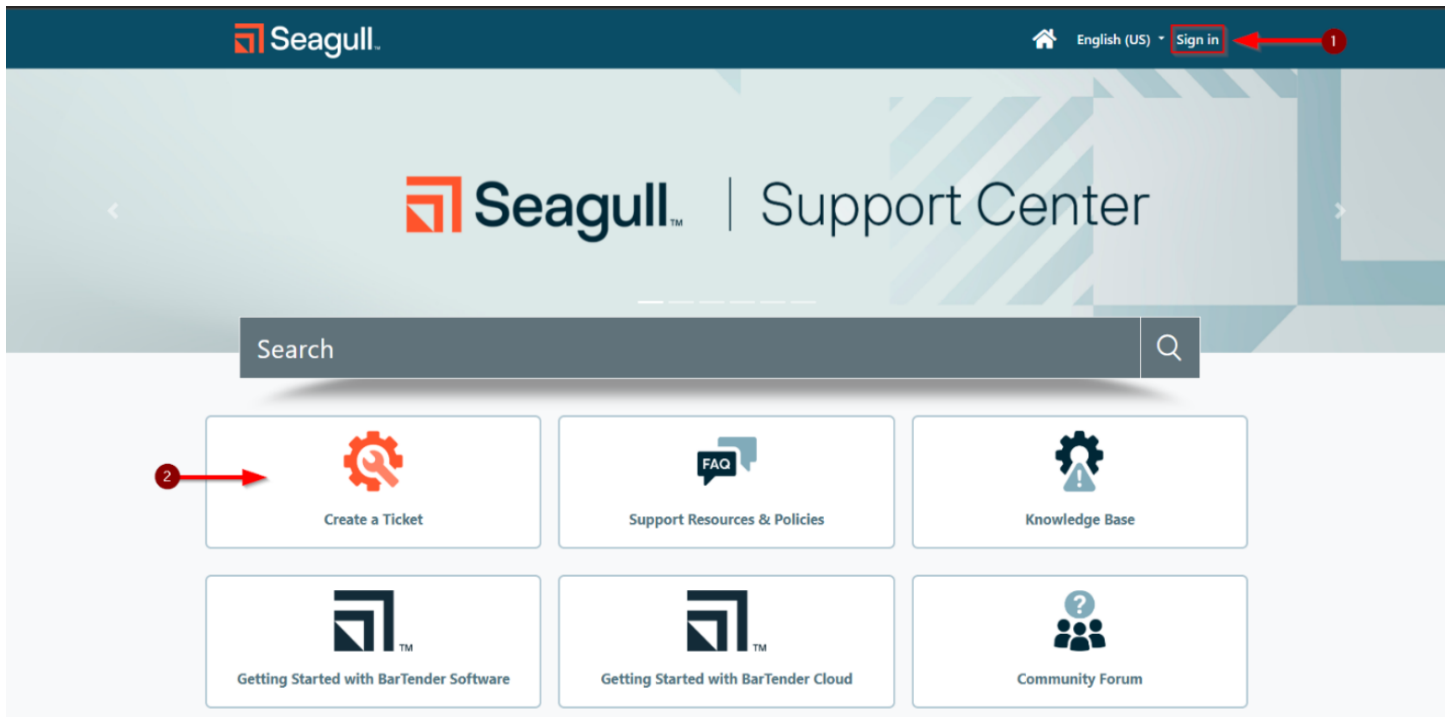
What are the support response times?

Support response times are based on the BarTender license, support plan, and severity of the request according to our [support guidelines](#).

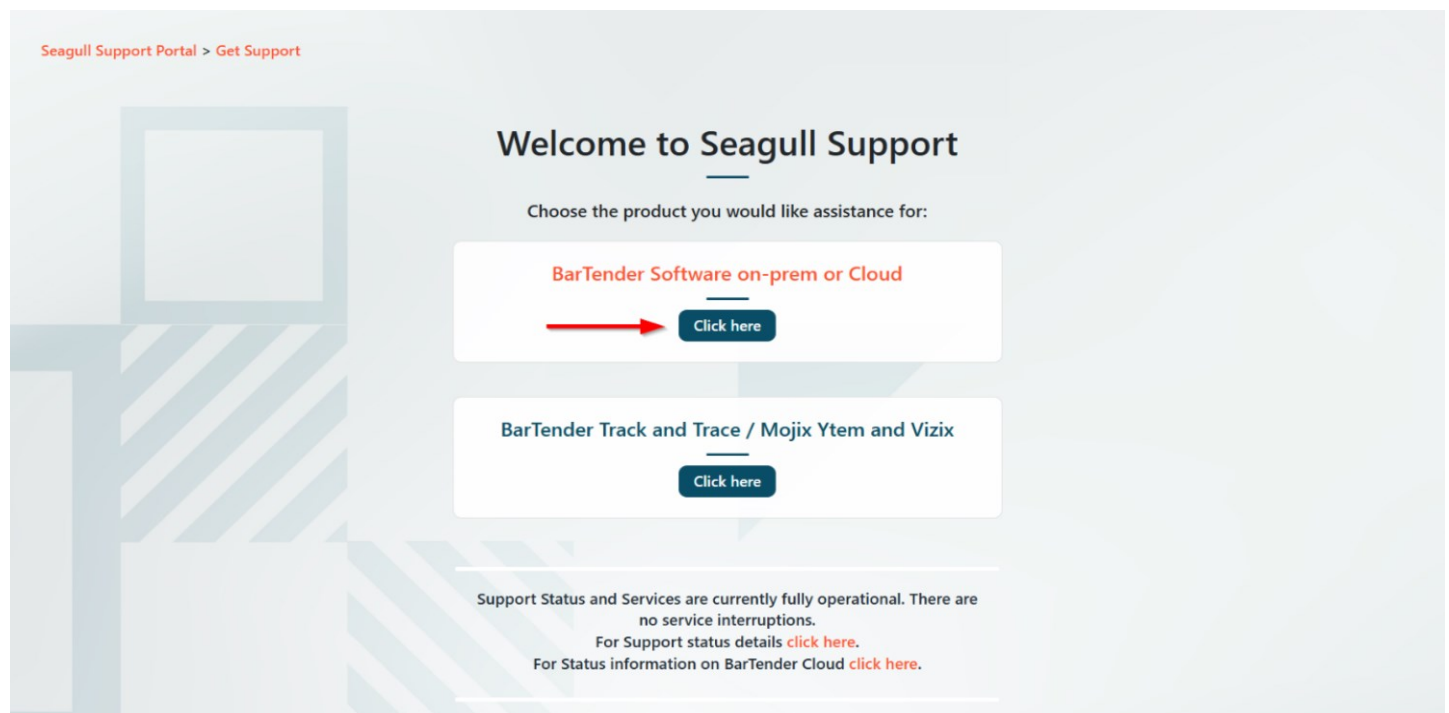
How is advanced BarTender support requested?

Technical partner contacts can request advanced BarTender support following these steps:

1. Go to the [Seagull support website](#).
2. Click *sign in and login using your confirmed email and password*. If you do not remember your password or have issues, click the *forgot password option to reset your password*.
3. Click *create a ticket*.



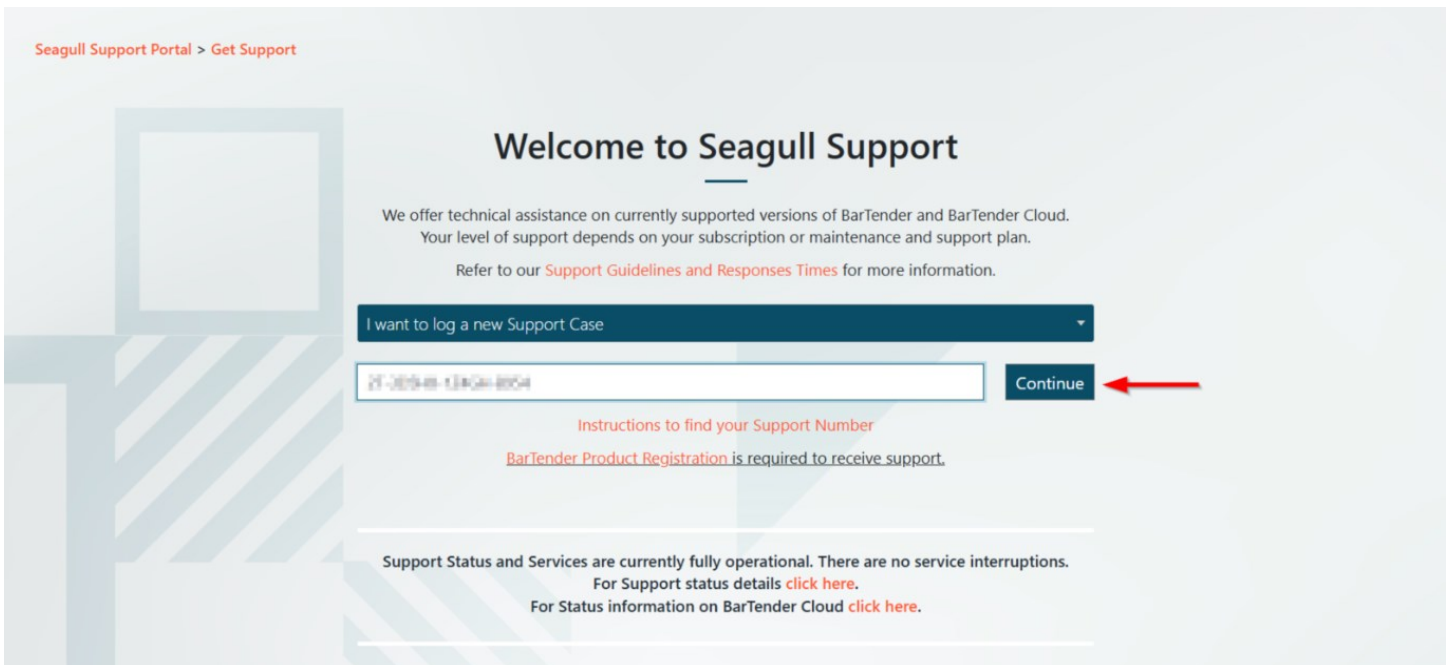
4. Click the *BarTender Software on-prem or Cloud* option for assistance.



5. Choose the option “*I want to log a new Support Case*” from the dropdown list.



6. Enter the product support number related to the support request and click continue. If the request is on behalf of an end user, enter the support number associated with the product used by the end user.



7. Enter the subject and description of the support request. The description should attempt to include the following information:

- A. Additional context and information about the severity and business impact.
- B. End user contacts and subject matter experts that should be involved.
- C. Overview of the environment and configuration.
- D. Summary of the support request or issue. Provide pertinent information about symptoms, error messages, and steps to reproduce the issue.

8. Select the severity/business impact of the support request and your regional location in the dropdown menus. Enable the “*Request advanced support*” checkbox option. Click create support ticket.

Seagull Support Portal > Get Support

Welcome to Seagull Support

Your License Information:
Support Number: [redacted]
Support Plan: Standard

Knowledge Base Search:
Contains valuable technical information, how-to guides and troubleshooters.

Community Forum:
Review existing posts from our community users and BarTender experts.

Support Guidelines:
Click here to access our Support Guidelines article.


← This product is eligible for [Standard Support!](#)
[Click here](#) for guidance on how to contact support as a Standard Customer.

[redacted] [redacted]

Subject*

Description*

Business Impact* Your Geographic Location*

Request advanced support 

[Create Support Case](#)

9. Provide additional BarTender and system information related to the support request. Select the *BarTender version/edition* and *Windows version* in the dropdown menus. Attach relevant system information, logs, BarTender documents, and data files. Click *Update Ticket*.

Welcome to Seagull Support

Your License Information:

Support Number:

Support Plan: Standard

Support Guidelines:

Click here to access our Support Guidelines article.

CHAT

Please fill in your BarTender information to chat with us

CALL

Please fill in your BarTender information to call us

Your Support Case Number is **12345678**

Thank you for logging a support ticket with us: A support agent will follow up via **email**. Provide your BarTender information below to help us qualifying your support case and for gaining access to live support channels (see [chat and call buttons](#) in the left panel).

BarTender Information ?

BarTender Version

BarTender Version in Use*

Windows Version

Operating System Version in Use*

BarTender Edition

BarTender Edition

Attachments

Choose Files No file chosen

Update Ticket