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# Support Processes for On-Premises Licenses

Reopening Cases

# Reopening Cases

A previously closed Case may be reopened if an issue has not been resolved or if a Case was closed by accident. For the Case to be reopened, all new supporting information demonstrating that an issue has not been resolved should be supplied to Product Support within **30 days** from Case closure. Without this information, the Case will not be reopened. The Customer can reopen a Case by:

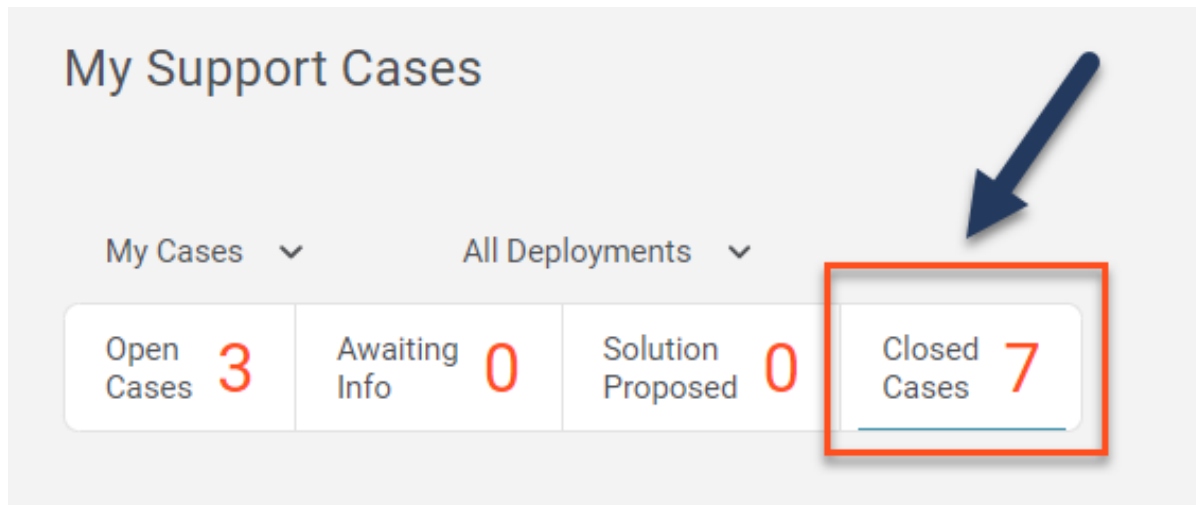
**NOTE:**

- For Cases closed more than 30 days, contact Product Support, or create a new Case so supporting information can be supplied.
- Ensure you provide supporting information demonstrating the issue has not been resolved.

You have two options to re-open a Case.

## My Support Portal

1. Login to the [My Support Portal](#). You will automatically be directed to the My Support Cases page.
2. Click the **Closed Cases** tab.



3. Click on the Case that you want to re-open.
4. From the Case page, you should see a button that says **Request to Re-open**. (If you don't, it is likely because the Case has been closed for more than 30 days. In that circumstance, you will need to contact Product Support or create a new Case.)

**Subject**  
How to Engage Expert Help

**Description**  
created 0003255973. Trying to determine what criteria is used to display the Product list

**Business Impact**  
N/A

**Request to Re-open**

Eligible for re-open through July 02, 2023



5. Supply details in the **Reason for re-opening** description of why you want to re-open the Case.

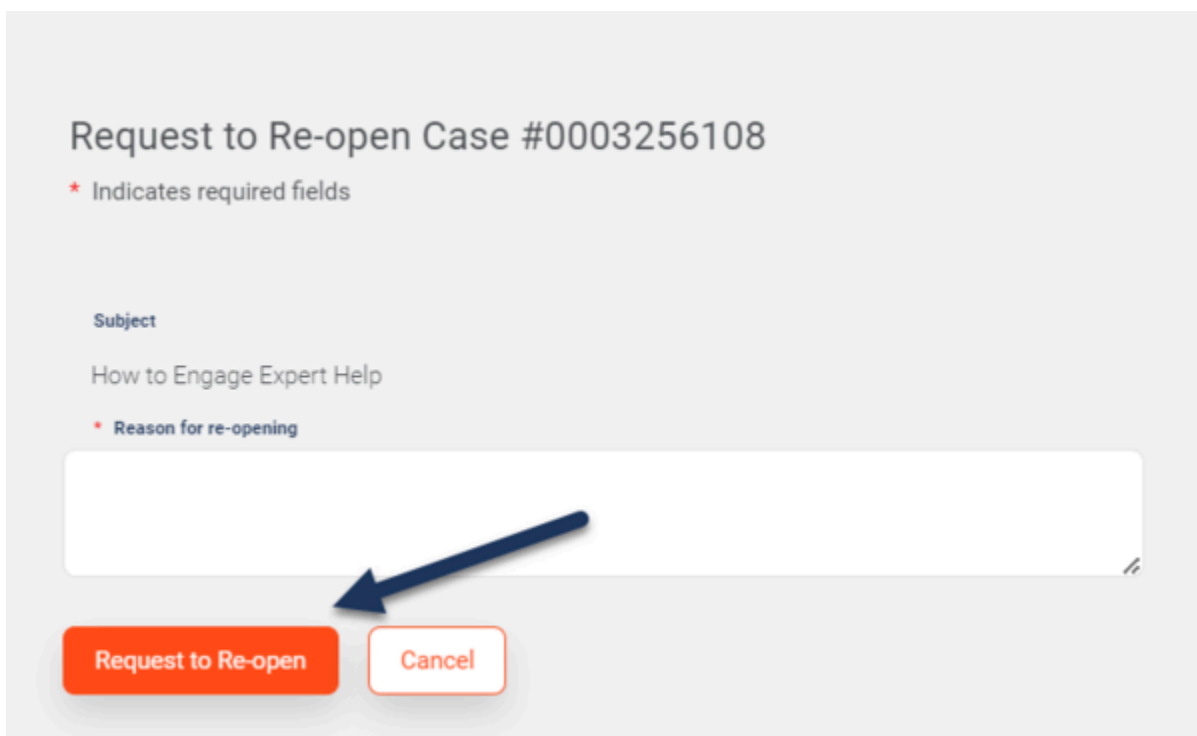
**Request to Re-open Case #0003256108**

\* Indicates required fields

**Subject**  
How to Engage Expert Help

\* **Reason for re-opening**

**Request to Re-open** **Cancel**



## Contact Product Support

Call [Product Support](#).