

# First Tier Support Script

## License Information

**Check if the license information, such as the Licensee Name or License Key is provided in the ticket.**

---

### Answer) Yes

Login to the [Ahsay License Server](#), enter the Licensee Name or License Key into the Keyword search box.

Confirm if the license info is valid. Continue to the [Next Step](#).

---

### Answer) No

Reply to the ticket with the following pre-define. Request for the license info before proceeding:

#### **Pre-define**

Before we can further assist you, could you please provide us with the Licensee Name / License Key of the affected AhsayCBS server, or server that the affected client is connecting to?

Await for customer's response.

From:

<https://wiki.ahsay.com/> - **Ahsay Wiki**

Permanent link:

<https://wiki.ahsay.com/doku.php?id=public:supportscript>



Last update: **2018/01/03 12:08**