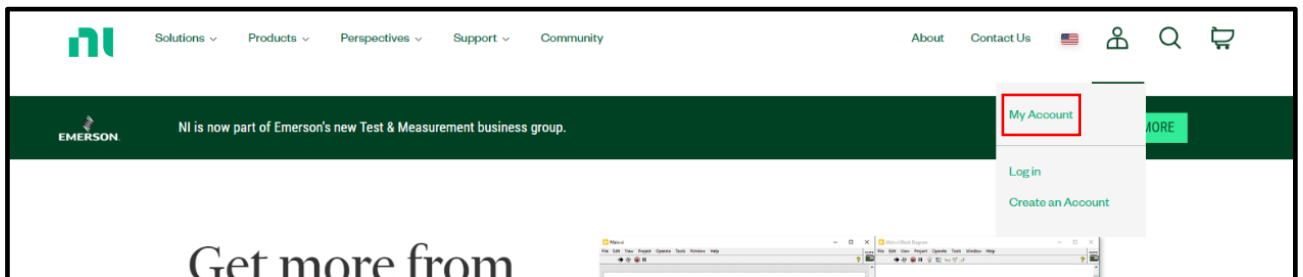# Accessing NI Technical Support: Everything You Need to Know

Table of Content:
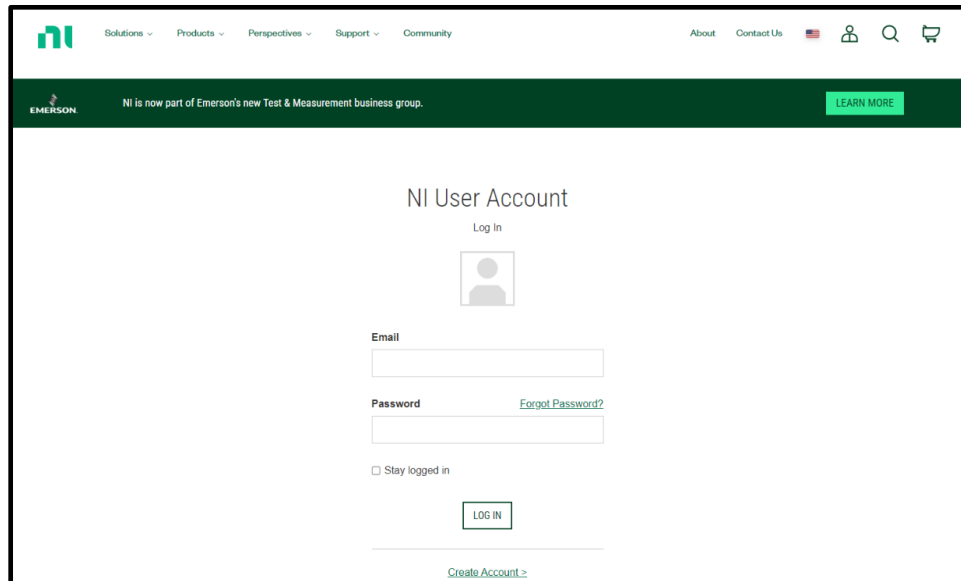
How do I check my Hardware/Software Support and Service Program entitlement?

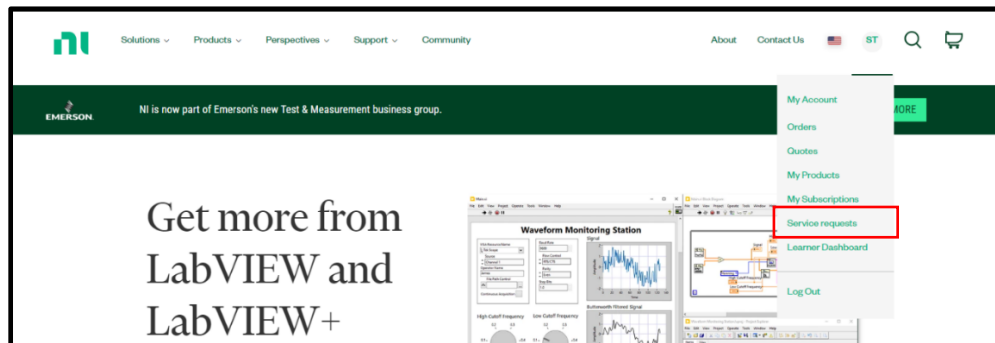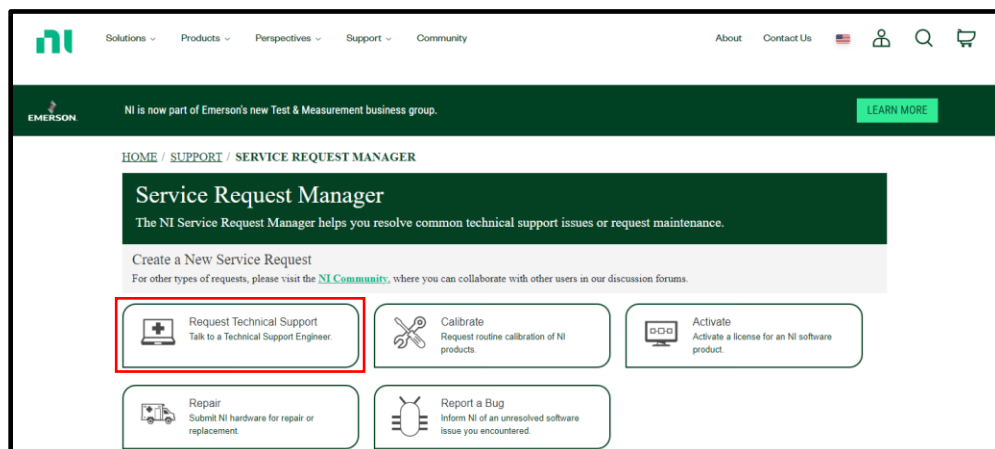1. Go to ni.com, click "Log in" from the User icon drop down menu

2. Log into your account

3. Upon logging in, select "Service requests" from User icon drop down menu

4. In the Service Request Manager, choose "Request Technical Support"

5. If your product has support or service entitlement, you will see the following screen with your name, phone number, email address, and response time to submit a Service Request

Request Technical Support

Let us know how we can help, and the NI technical support team will contact you. You can view and update your request by accessing your case using the Service Request Manager.

Contact Information

Name: SSP Test

Note: Changes that you make to your phone or email address here will apply to only this service request.

Phone Number: **Email Address:**
+1(512)6836261   sspdownloadtest@gmail.com

Response Time: 1-2 business days

Local Support Language: English

6. If your product is not covered under any support or service entitlement, you will see the following message: "Your NI User Account is not tied to an active service program membership"

Request Technical Support

Let us know how we can help, and the NI technical support team will contact you. You can view and update your request by accessing your case using the Service Request Manager.

Your NI User Account is not tied to an active service program membership.
A valid service agreement is required to access technical support.

Other Support Options
Visit the Community Forum
Upgrade to Full Support Plan
Find Other Support Options

Do you have a way to verify your service program membership?
○ I have a service ID
○ I have a serial number or system tag ID

Are there any other ways to check my entitlement levels?

To verify the entitlement level associated with your account, you can call **(866) 275-6964** and choose the preferred support option. Be sure to have your serial number in case is needed.

How can I find a serial number?

- For Software

If you recently purchased NI software, the serial number should be supplied to you via email from ni@ni.com.

If you have NI Software installed and activated on your computer, you should be able to use NI License Manager to find the serial number you are currently using. Please note that for an Academic Volume License (AVL), Volume License Agreement (VLA) or Enterprise Agreement (EA), you need to contact the administrator of the license for the serial number.

Refer to the following link for more details How to Find the Serial Number of My NI Software?

- For Hardware

NI hardware serial numbers are usually six alphanumeric characters (NI cable serial numbers are nine digits). Hardware serial numbers can be found on a label on the hardware, a sticker on the board of a PXI card, or a label on the antistatic bag used for shipping.

Refer to the following link for more details How to Find the Serial Number or System Tag of My NI Hardware?
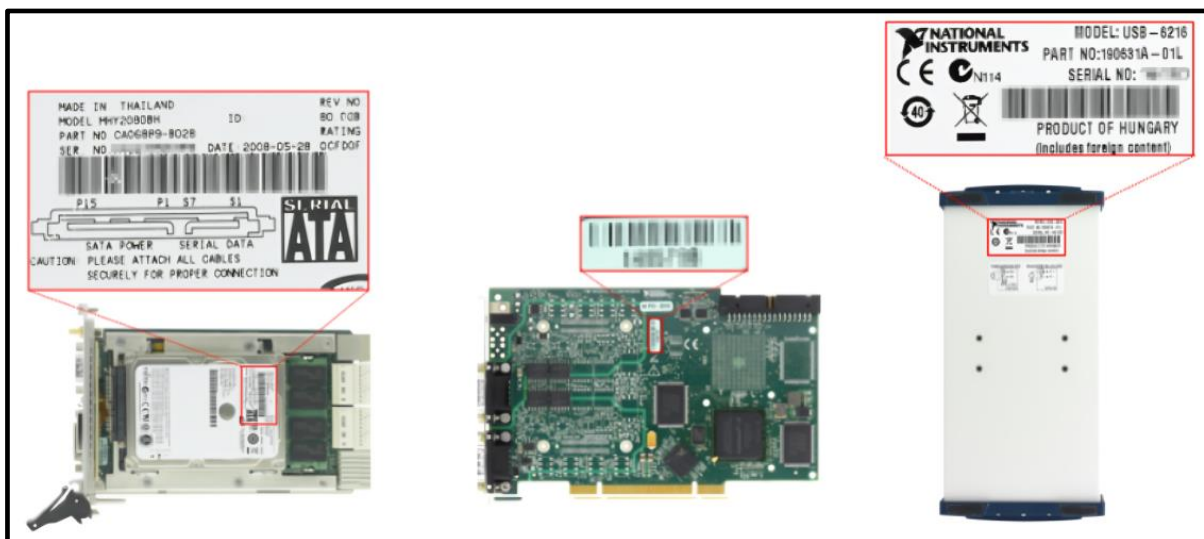
How do I register an NI product?

To register a product, please follow these steps:

1. Go to "My Products" from the User icon drop down menu
2. Type in the serial number
3. Select "Register"
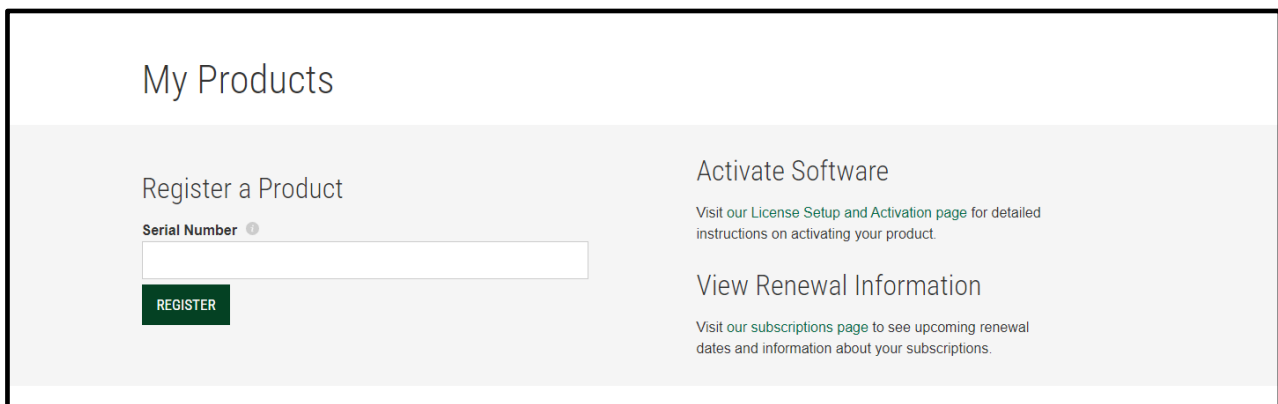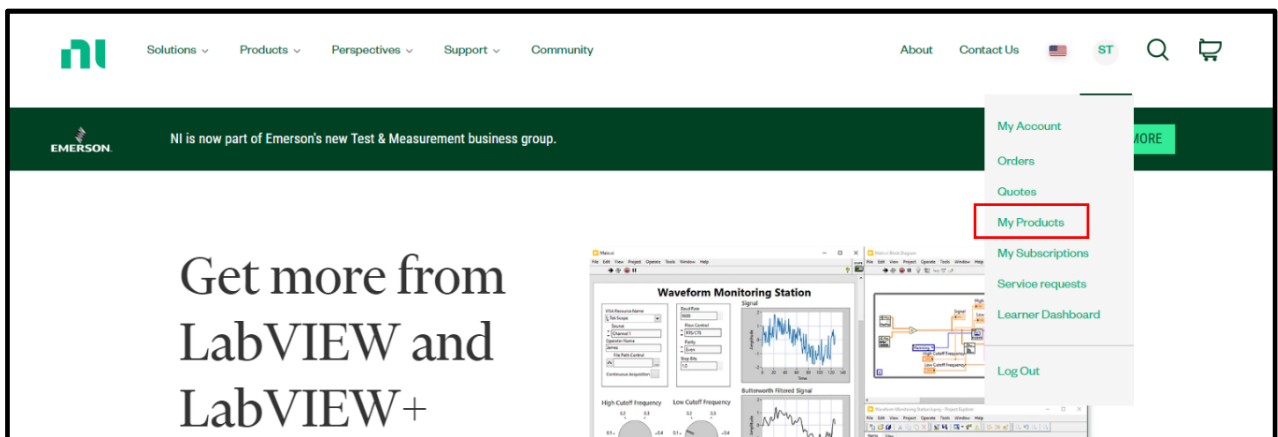
To find the serial number for your software or hardware, please refer to question **"How to find my serial number?"** above.

What should I do if my product fails registration?

If you encounter a "failed registration" message while adding your product's serial number, please contact orders@ni.com to properly register your product. This article provides more information about that behavior.

> ⊗ **(04/01/2019) Serial Number ▮▮▮▮ failed registration** ✕
> We have encountered an error with your registration. Please contact your local office or email us at registration@ni.com.
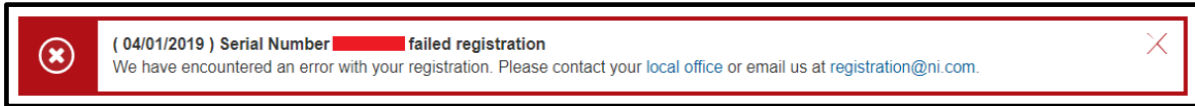
Please note, if your product is registered, but the Support or Service Program is expired, you will see the following message under "View Service Information" from the hardware/software product drop down menu.

Service Information ✕

For cRIO-9049, 1.6 GHz Quad-Core, 4 GB DRAM, 16 GB Storage, Kintex-7 325T FPGA, 8-Slot

> ⊗ **Your service contract has expired.**
> Click **Renew** to reenable your access to NI support services, including technical support requests, calibration, and repair options.

Expiration Date:	11/25/2022
Contract Number:	NIHUMFG6027697
Services Included:	N/A. You do not have an active service contract.

RENEW

Service Information ✕

For Vision Development Module, Download
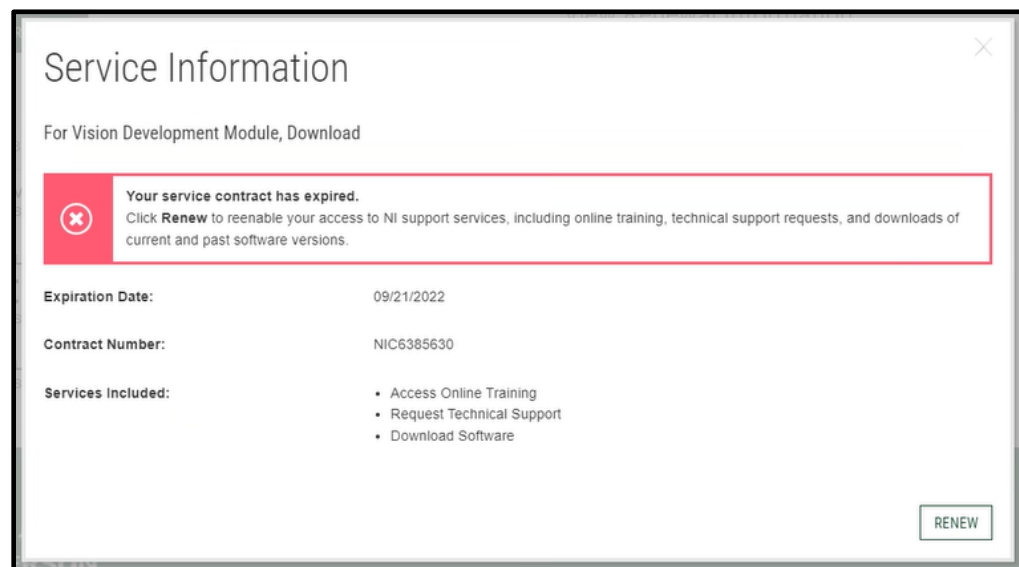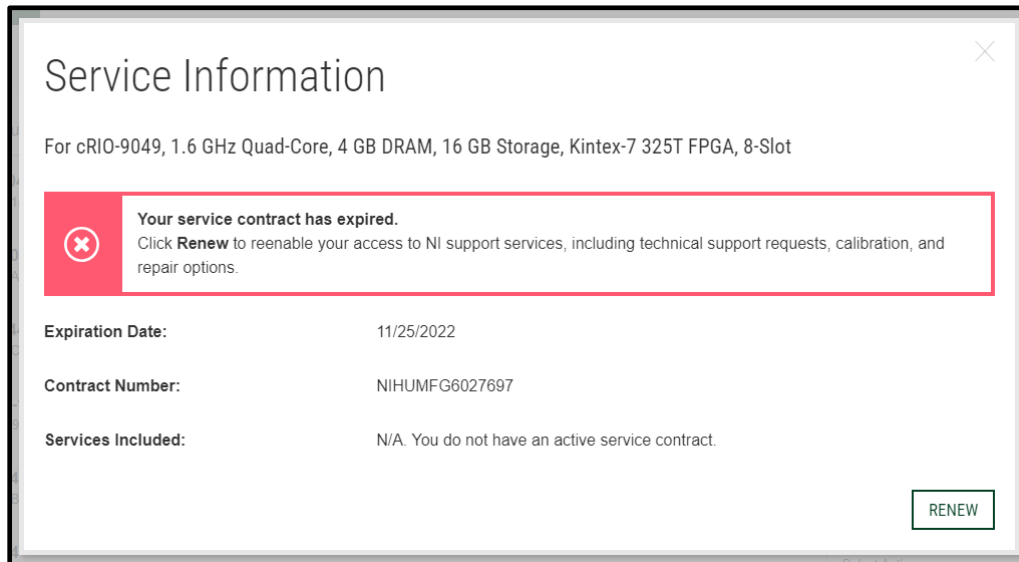
> ⊗ **Your service contract has expired.**
> Click **Renew** to reenable your access to NI support services, including online training, technical support requests, and downloads of current and past software versions.

|	
Expiration Date:	09/21/2022
Contract Number:	NIC6385630
Services Included:	• Access Online Training
	• Request Technical Support
	• Download Software

RENEW

How do I check my Standard Service Program (SSP) expiry and renewal date?

You have 2 options to verify the status of your SSP contract or subscription license:

1. If your product is already registered, you can see the expiration date by going into your account, select "My Products" in the hardware/software product drop down

menu, select the preferred product, and display the "View Service Information" option
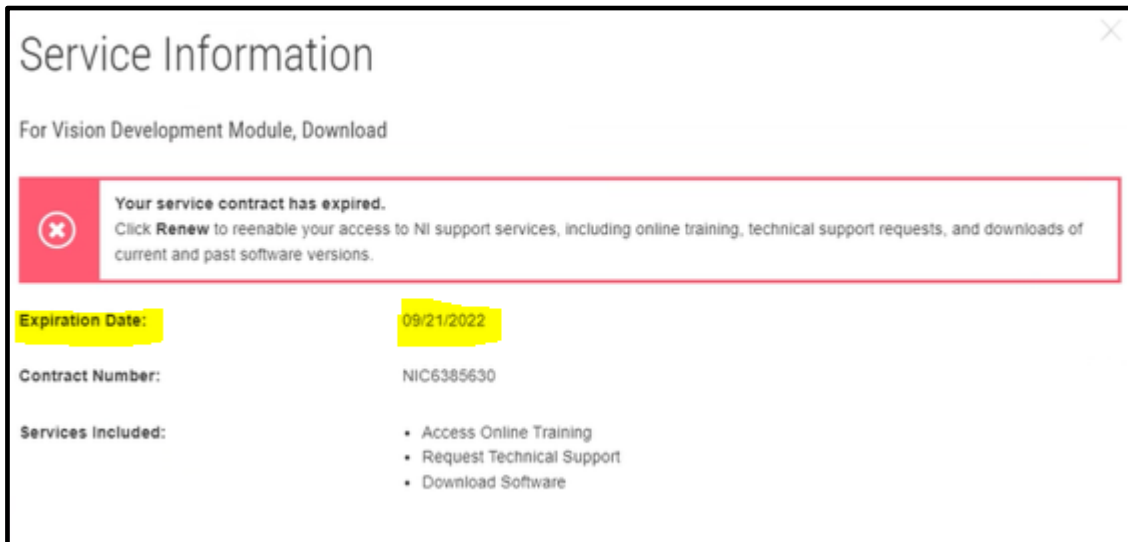
2. You can send an email to orders@ni.com. The customer service team will respond with the status of your contract or license

What are my options if my account shows that I'm not covered by a Support or Service plan?

Make sure your product is registered. If it's not registered, the system will not pull the correct entitlement level.

If your product is registered but your account doesn't show active coverage, most likely the support or service plan is expired, and you need to renew it.

If your records show a valid service plan for your product, but the system does not, please reach out to orders@ni.com

How can I renew my hardware/software support or service program?

You have 2 options to renew your hardware/software support or service program:

1. Send an email to orders@ni.com and request a renewal quote
2. Call (866) 275-6964 chose option 4 from the voice menu to speak with a customer service representative

Can I purchase technical support only without renewing my Standard Service Program?

If you prefer not to renew your Standard Service Program, but want to access Technical Support only, you can request a quote to purchase a one-year Standard Support part number 930999-01. This part number enables you to submit technical support requests and work with NI Technical Support engineers to resolve your technical issues.

What is the difference between Standard Support and Standard Service Program?

Part number 930999-01 gives you access to technical support but does not include the extra benefits offered by Standard Service Program. By purchasing the standard support subscription, you gain access to experienced technical support engineers with extensive knowledge of standard NI products. They guide you in resolving your technical issues and can involve additional resources if necessary.

Here is a comparison of the benefits of acquiring or renewing Standard Service Program versus Standard Support.

Service Offerings	Standard Support PN 930999-01 available for purchase at any time	SSP (software) Included in Year 1, and renewable in subsequent years	SSP (hardware) Optional
Service Length	1 year	1 year	3 years
Extended repair coverage	-	-	✓
Technical Support	✓	✓	✓
System Configuration, Assembly, and Test	-	-	✓
Access to previous version of software and latest updates	-	✓	-
Access to on-demand training	-	✓	-
Accidental Damage	-	-	✓

To learn more about the benefits of SSP, check out the following links

Hardware Service Programs

Software License Programs