

# FAQ / Popular Topics

Frequently asked questions and other popular topics not related to a specific software product.

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# How to obtain support from Syncplify

At Syncplify we care about providing the best experience to our customers. In an effort to streamline the entire support process we have recently developed a new infrastructure for all of our customers to request, obtain, and track the progress of their support requests.

When requesting assistance, first and foremost, please, take a moment to determine in which category your request falls:

- **Pre-Sales:** these are information requests from individuals and companies that are not yet our customers, but are considering buying our software products. If this is the category you fit in, please send your request via email to [sales@syncplify.com](mailto:sales@syncplify.com)
- **Existing Customer:** if you are an existing customer, simply log into your [Syncplify Customer Portal](#), locate the exact license code you need support for, and click on the **Request Support** button next to it. Our software will verify that you have an active maintenance/support contract for that specific license, and will then open a support ticket for you in our private customers-only help-desk.

Thank you.

# How to log into my Syncplify Customer Center Portal

The **Syncplify Customer Center Portal** (aka Syncplify Customer Center or Syncplify Customer Portal) is a new customer self-service portal that was introduced along with the launch of Syncplify Server! v6. Via this portal, a Syncplify customer can perform several common actions, like:

- Access license information
- Buy or extend maintenance/support plans for existing licenses
- Request customer support
- Access past orders and invoices

The portal can be accessed at this URL: <https://cc.syncplify.com/>

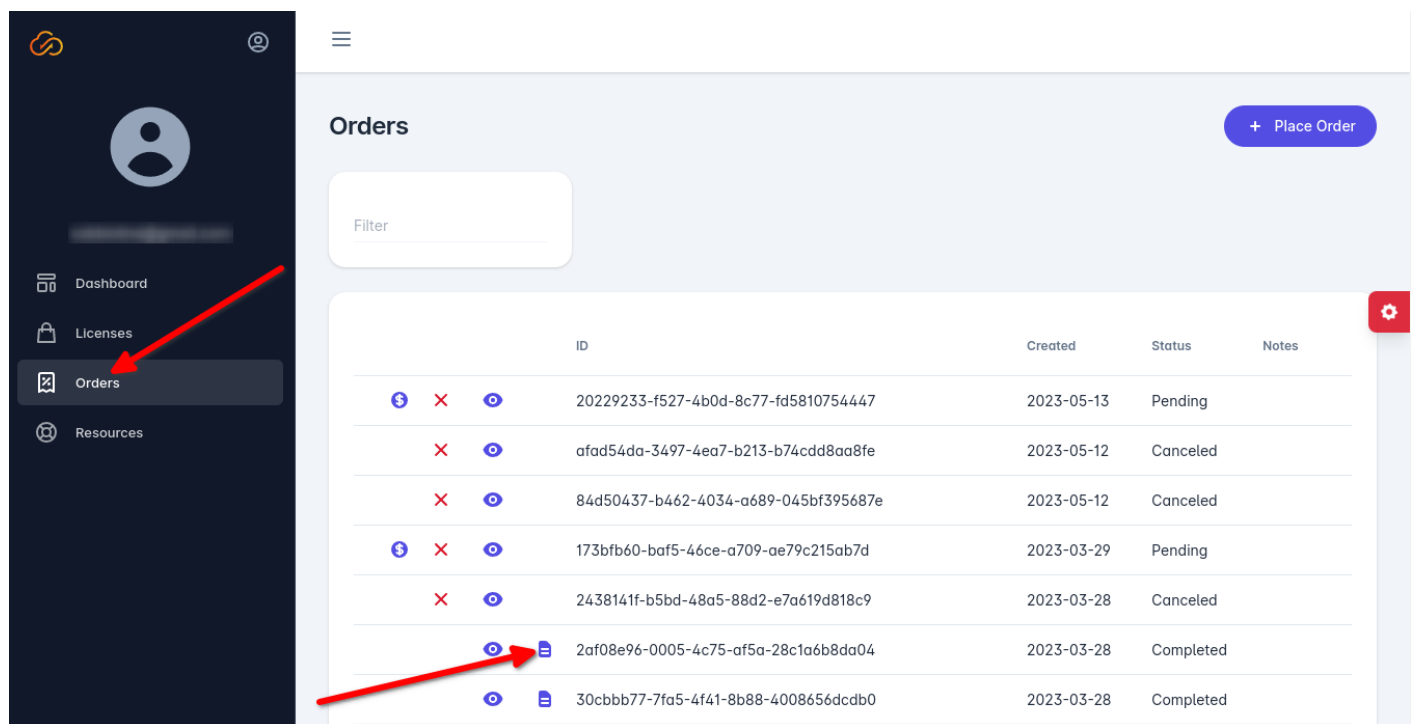
Your credentials have been sent to the email you used when you first purchased the software. The portal, though, has a function (on the login page) to request a password reset if you forget it or if you missed the original enrollment email.

# How to access/download your invoice(s)

This procedure is - at the moment - **limited to orders that include Syncplify Server! v6 licenses**. Old orders (older versions of the software) or order that include AFT! licenses are, at this time, still managed via third party distributors and resellers who are responsible for invoicing them.

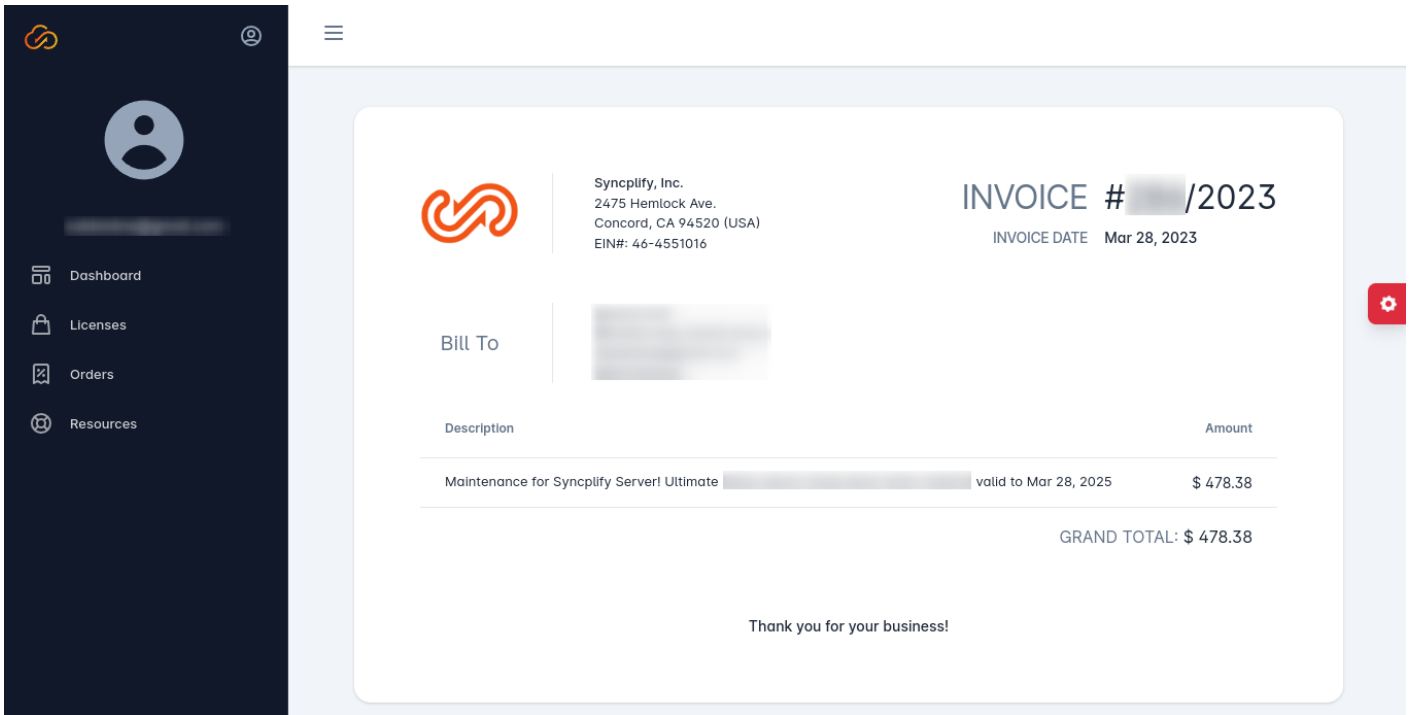
When you order a Syncplify software product (Syncplify Server! v6+) you or your company may need an invoice for your records. You can find such invoice in your [Syncplify Customer Center Portal](#).

First, locate the order for which you need an invoice in the Orders page of the Syncplify Customer Center Portal:

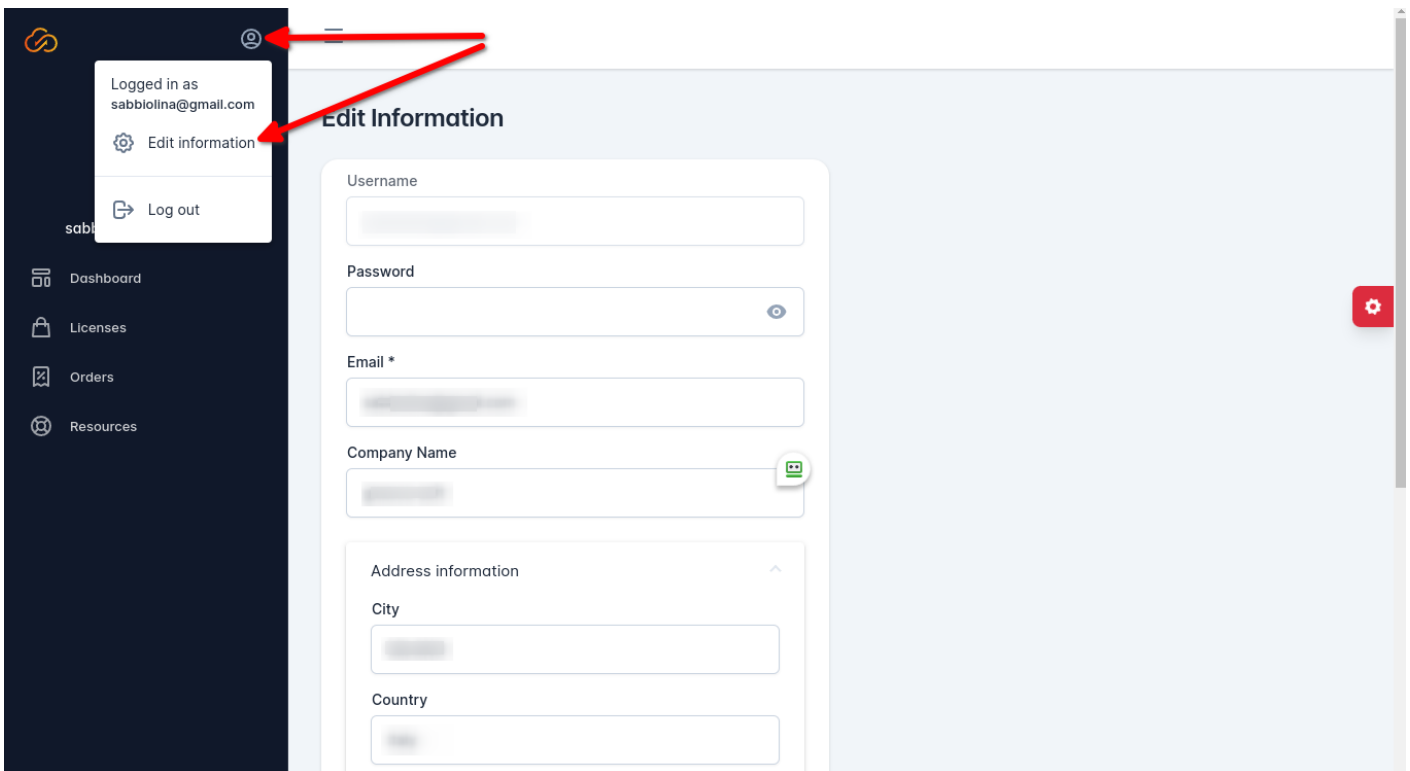


ID	Created	Status	Notes
20229233-f527-4b0d-8c77-fd5810754447	2023-05-13	Pending	
afad54da-3497-4ea7-b213-b74cdd8aa8fe	2023-05-12	Canceled	
84d50437-b462-4034-a689-045bf395687e	2023-05-12	Canceled	
173bf60-baf5-46ce-a709-ae79c215ab7d	2023-03-29	Pending	
2438141f-b5bd-48a5-88d2-e7a619d818c9	2023-03-28	Canceled	
2af08e96-0005-4c75-af5a-28c1a6b8da04	2023-03-28	Completed	
30cbbb77-7fa5-4f41-8b88-4008656dcdcb0	2023-03-28	Completed	

For all orders that were successfully completed, you will see a little blue icon that looks like a document next to the order number. Click on that icon to access the invoice for that particular order.



Please double check your address, VAT code (etc...) on the invoice, if it's not correct you can edit your customer profile as shown in the picture below, and the changes will be reflected instantly in all of your invoices.



Once you access the invoice you can do several things: just display it on screen, print it on a printer, or "download" it by using your operating system's **Print to PDF** or **Save to PDF** function (all modern Windows, Linux and MacOS systems have had this feature for years):

The screenshot displays a web application interface. On the left is a dark sidebar with a logo at the top and a navigation menu containing 'Dashboard', 'Licenses', 'Orders', and 'Resources'. The main content area shows an invoice from 'Syncrify, Inc.' with the invoice number '023' and date 'Mar 28, 2023'. The invoice includes a table with one item: 'Maintenance for Syncrify Server Ultimate' with an amount of '\$ 478.38'. A 'Print' overlay is active on the right, showing options for 'Destination' (Save as PDF), 'Pages' (All), and 'Layout' (Portrait). The overlay also has 'Cancel' and 'Save' buttons. A red gear icon is visible on the right edge of the application.

**Invoice Details:**

- Company: Syncrify, Inc., 2475 Hesperock Ave., Concord, CA 94020 USA, Email: info@syncrify.com
- INVOICE: 023 / 2023
- INVOICE DATE: Mar 28, 2023
- Bill To: [Redacted]
- Table:

Description	Amount
Maintenance for Syncrify Server Ultimate valid to Mar 28, 2025	\$ 478.38
<b>GRAND TOTAL:</b>	<b>\$ 478.38</b>
- Thank you for your business!
- Footer: <https://bs.syncrify.com:55333/customer/order-invoice> 1/1

Thank you!

# Maintenance and Support explained

## What is the Maintenance and Support Plan?

The Maintenance and Support plan is a contract tied to your Syncplify software license, designed to provide you with comprehensive support and updates. Here are the key benefits you can expect:

- **Software Updates and Upgrades:** Access to all minor and major version updates released during the subscription period.
- **Documentation and Knowledge Base:** Full access to our extensive documentation and knowledge base resources.
- **Email and Ticket Support:** Assistance via email or ticket system for incidents such as software bugs or unexpected behavior.
- **Remote Assistance:** Remote assistance, including remote desktop sessions, phone calls, or online meetings, is a valuable part of our support services. However, please note that this type of support can only be initiated by our support staff when they deem it necessary to resolve your issue. We appreciate your understanding that this service is not available for customer-initiated requests. Our support team will assess each situation and offer remote assistance if it is determined to be the most effective way to address your needs.

## Importance of Running the Latest Version

To ensure you receive the best possible support, we recommend keeping your Syncplify Server! up to date with the latest version. Our team continuously works to improve the software and fix reported issues, so the most recent version is likely to resolve many problems. If you encounter an issue with an older version, updating to the latest release may solve it and save you time. If the issue persists with the current version, our support team is ready to assist you promptly.

## Understanding Incidents

It is crucial to distinguish between what constitutes an incident and what does not:

- **Incidents:** If the software behaves differently from the official documentation or if you have identified a bug, this is considered an incident. The resolution of such issues is included in the Maintenance and Support plan if it is active.
- **Non-Incidents:** If you are unsure about how to perform a specific task, this is not considered an incident. We kindly ask you to refer to our documentation and knowledge base before contacting our support team. If you still prefer our assistance with these

tasks, please note that they will not be covered under the Maintenance and Support plan but can be addressed through our Professional Services.

## Costs

The cost of a maintenance and support plan is typically around 30% of the license's MSRP. However, you can benefit from discounts by pre-paying for multiple years of maintenance and support during your license purchase.

For example:

- A single Basic license (\$349) would have an annual optional subscription cost of \$104.70.
- Two Professional licenses without WebClient! (\$849 each, total \$1,698) would have an annual optional subscription cost of \$509.40 ( $\$254.70 * 2$ ).

By understanding these details, you can make the most of your Maintenance and Support plan and ensure seamless operation of your Syncplify Server!.

# Emails from Syncplify not received. Why?

Here at Syncplify, we take support requests very seriously, and we always reply. Usually within 2-4 hours, and never beyond the second business day. The same applies to license-code delivery emails when you purchase a license from us.

Sometimes, though, the intended recipient does not receive our reply. Here's a list of some of the most common causes:

## 1) Wrong requester e-mail address

Believe it or not, the most common reason for not receiving a reply from our support team is that you have mistyped your own email address while filling in the support request form. If you type john.doe@gmil.com (instead of gmail.com) we hit the "reply" button, and then get an "undeliverable" back from the server.

## 2) Your antispam rejects our reply

Sometimes we spend a lot of time typing a reply, just to find out that when we finally hit "send", we receive an error like this:

```
554 5.7.1 <support@syncplify.me>: Sender address rejected: Blocked by this recipient
```

If you send us a support request and wish to receive our reply back, please, make sure your antispam is not rejecting emails coming from the syncplify.me domain name. We never spam anyone, so whitelisting our domain name is a safe choice.

## 3) Your antispam puts our reply in the junk/spam folder

This one is tricky because if your antispam didn't reject our email but only moved it to the spam folder, there's no way for us to know that our reply did not reach you. From our perspective, it went through. So, please, always check your spam folder when you're waiting for a response from us.

## 4) Also look at the "clutter" folder

Some email providers (like Office365 for example) don't only have a junk/spam folder, they also have a so-called "clutter" folder, where they temporarily place emails that their algorithms determines to be "not urgent". We've been advised that, occasionally, emails from our domain are mistakenly places into this "clutter" folder, so we recommend you check it as well.

## 5) Unknown causes

Even when everything else fails, please, remember that you can always skip the email channel, and submit a ticket right here in this very support portal.

# Why Internet Explorer is not supported

Most software products, including those developed by Syncplify, utilize web-based user interfaces (UIs), designed to be secure, modern, and compatible with contemporary browsers.

All Chrome/Chromium-based browsers, Firefox-based browsers, and other modern browsers are fully supported. However, **Internet Explorer (IE) is categorically not supported and must never be used under any circumstances.**

Internet Explorer is fundamentally obsolete, insecure, and incompatible with modern web standards. It does not adhere to current DOM (Document Object Model) or JavaScript (ECMA-262) standards, resulting in critical security vulnerabilities and numerous compatibility issues. **Using Internet Explorer exposes your entire infrastructure to severe security risks, including catastrophic data breaches, malware infections, and system compromise.**

Even Microsoft - the creator of Internet Explorer - has officially abandoned it, removing support from their Office suite as of August 2021, and completely terminating support for IE as of June 2022, shifting exclusively to the newer, safer Edge browser.

**For Syncplify to continue supporting Internet Explorer, in any environment, would not only be reckless but also dangerous.** That's why as of Syncplify Server! version 6.x, and for all current and future versions, incoming requests from Internet Explorer will be proactively forbidden.

If you value your security, privacy, and overall software compatibility, immediately **discontinue any use of Internet Explorer and transition to a secure, modern browser.**

# ECCN and export restrictions

Being a US-based corporation, Syncplify is subject to the United States rules regarding the import/export of software products. This article aims at clarifying some of the most common doubts regarding such a topic.

First of all, the ECCN for all Syncplify products (except Notepad!, of course) is 5D002.

Here are some definitions to better understand what such a number means:

**5A002(a)(1):** Information security hardware that is designed or modified to use “cryptography,” employing analog principles when implemented with digital techniques, with the following features:

- Asymmetric algorithm employing a key length in excess of 56-bits; or
- An “asymmetric algorithm” where the security of the algorithm is based on any of the following:
  - Factorization of integers in excess of 512 bits (e.g., RSA);
  - Computation of discrete logarithms in a multiplicative group of a finite field of size greater than 512 bits (e.g., Diffie-Hellman over  $Z/pZ$ ); or
  - Discrete logarithms in a group other than mentioned in 5A002.a.1.b.2 in excess of 112 bits (e.g., Diffie-Hellman over an elliptic curve)

**5D002(c)(1):** “Software” that has the characteristics, or performs or simulates the functions of the equipment controlled under ECCN 5A002

The United States Departments of State, Treasury, and Commerce maintain comprehensive lists of sanctioned entities, including companies, organizations, and individuals. As a U.S.-based company, Syncplify is legally obligated to conduct thorough screenings of all export sales against these lists. Consequently, Syncplify is prohibited from accepting orders from any individuals or entities included in these sanctioned lists. Furthermore, Syncplify is expressly forbidden from exporting its products to the following countries: Cuba, Iran, North Korea, Sudan, and Syria.

Should you have any further inquiries regarding export restriction, please, feel free to [contact us](#).

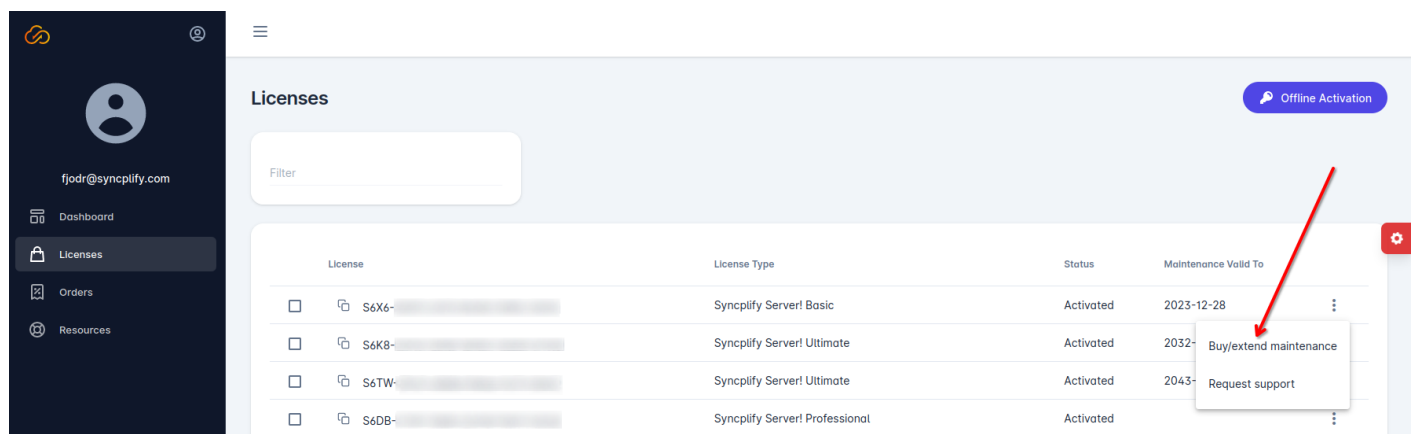
# How to buy/renew/extend your maintenance and support plan

Though we never force any of our customers to buy (or keep current) their maintenance/support plan, we do encourage them to do so because that's the only way to gain access to:

- updates and upgrades (including bug-fixes and hot-fixes)
- customer support

Buying or extending your maintenance/support plan is really easy. First of all, log into the [Syncplify Customer Center](#) with the **same email address that was originally used to purchase your license**.

Once you're in, locate the license code which maintenance plan you want to buy or extend, and select the **Buy/extend maintenance item from the three-dot menu** on the right-hand side of the same line of the license code, as shown in the screenshot below:



The screenshot shows the 'Licenses' page in the Syncplify Customer Center. The page has a dark sidebar on the left with navigation options: Dashboard, Licenses (selected), Orders, and Resources. The main content area is titled 'Licenses' and includes a filter input field. A table lists four licenses, each with a checkbox, a license ID, a license type, a status, and a maintenance valid to date. A red arrow points to the three-dot menu on the right side of the table, which has opened to show two options: 'Buy/extend maintenance' and 'Request support'.

License	License Type	Status	Maintenance Valid To
<input type="checkbox"/> S6X6-	Syncplify Server! Basic	Activated	2023-12-28
<input type="checkbox"/> S6K8-	Syncplify Server! Ultimate	Activated	2032
<input type="checkbox"/> S6TW-	Syncplify Server! Ultimate	Activated	2043
<input type="checkbox"/> S6DB-	Syncplify Server! Professional	Activated	

You can even co-term multiple maintenance plans, and have all of them expire on the same day, by simply selecting multiple license codes with a check-mark, and then clicking the button on the top-right corner (as shown below):

The screenshot shows the 'Licenses' page in the Syncplify Licenser application. On the left is a dark sidebar with navigation options: Dashboard, Licenses (selected), Orders, and Resources. The main content area has a header with 'Offline Activation' and 'Buy/extend and co-term maintenances' buttons. Below the header is a 'Filter' input field. A table lists four licenses, with the second and third rows selected. Red arrows point from text annotations to the selection checkboxes and the 'Buy/extend and co-term maintenances' button.

License	License Type	Status	Maintenance Valid To
<input type="checkbox"/> S6X6-N2FP-LQ7Z-BUQE-FWRJ-QZ9A	Syncplify Server! Basic	Activated	2023-12-28
<input checked="" type="checkbox"/> S6K8-DXYA-ZERE-MHE3-AGSS-XTHW	Syncplify Server! Ultimate	Activated	2032-03-21
<input checked="" type="checkbox"/> S6TW-ZPLP-4RDB-FWG6-9V7Y-E8VC	Syncplify Server! Ultimate	Activated	2043-02-20
<input type="checkbox"/> S6DB-YTPF-TA8H-Z3YW-TMYT-RJU8	Syncplify Server! Professional	Activated	

Please be aware that when buying/extending any maintenance plan, the minimum time period will be 1 year, so you will be prompted to select a date that is **at least 365 days in the future**.

Thank you!

# What is LLTS (Limited Long-Term Support)?

When a software version is retired, it enters LLTS, or Limited Long-Term Support. This is a **transitional status designed to give existing users time to upgrade, not a reason to stay on an older version indefinitely.**

LLTS is limited in time, scope, and priority. Specifically:

- Support requests for LLTS versions are handled after those for the current version.
- No feature development occurs. Bug fixes are rare exceptions, reserved for critical issues with no viable workaround, and are never guaranteed.
- LLTS has a firm termination date. After that date, no support of any kind is provided.

The current version receives active development, priority support, and all security and quality improvements. LLTS versions do not.

If you are running a product version under LLTS, upgrading to the current version is the right move, and the sooner the better.

# Syncplify Server! version schedule: current, retired, and LLTS

At every ISV, and Syncplify is no exception, software development is an ever ongoing process. Every so often new versions are released, to add new features, improve the existing ones, and/or fix bugs and issues that are discovered or reported by users and customers.

When the changes are big enough, a new major version number is assigned to the release, and that's how you go from v4.x to v5.x, then to v6.x, and so on. When this happens, the old major version goes into **Phase-Out** and remains under [Limited Long-Term Support \(LLTS\)](#) for a certain amount of time, to offer our users/customer a comfortable way to plan and execute the upgrade to the most recent major version. Then, once the LLTS period ends, the old version becomes **Retired**, and from that moment on it will receive no more support of any kind, no bug-fixes, no development, and no customer service (but if you have an active maintenance plan you'll still be able to upgrade to the then-current version and receive support for that one).

Here's a schedule of all Syncplify Server! versions' release, phase out (LLTS), and retirement dates:

Version	Release	Phase-out (LLTS)	Retired
Syncplify Server! v7	Oct 2025	<i>n/a</i>	<i>n/a</i>
Syncplify Server! v6	Dec 2022	Oct 2025	Oct 2027
Syncplify.me Server! v5	Feb 2018	Dec 2022	Dec 2024
Syncplify.me Server! v4	Jan 2016	Feb 2018	Feb 2020
Syncplify.me Server! v3	Oct 2014	Jan 2016	Jan 2017
Syncplify.me Server! v2	Mar 2014	Oct 2014	Oct 2015
Syncplify.me Server! v1	Nov 2013	Mar 2014	Mar 2015

Please, plan your updates and upgrades according to the schedule here above.  
Thank you!