Technical Reference
New Installation Checklist

StayLinked includes an extensive array of settings and configuration options. This guide has been created as a collection of tips and steps for new installations. A simple checklist has been included in the beginning of the document as a one-page outline. Please contact our technical support team if we can be of any assistance with the download, installation, or configuration.

Contents

StayLinked Support can offer assistance for all product features. Extensive assistance, configuration, or implementation time may be subject to an extended services charge. Your StayLinked certified reseller may also be able to assist with implementation services.

Installation Checklist

The following are the basic steps involved in getting a new installation up and running. Details on each step can be found in various guides on our downloads site, as well as the most common questions and solutions later in this guide.

Server Installation

- ☐ Install the StayLinked Server process.
- ☐ Confirm the Server process is running.

Administrator Installation

- ☐ Install the StayLinked Administrator.
- ☐ Identify the StayLinked Server serial number and request your licensing.
- ☐ Sign into the Administrator and create a new user account.
- ☐ Configure the telnet host entry to connect to your telnet server.
- ☐ Test an emulation connection with the console client.
- ☐ Add a startup script for repetitive startup commands.

Client Installation

- ☐ Install the StayLinked client on your devices.
- ☐ Use the client Scan Test to make sure scanning is properly configured.
- ☐ Add a keyboard map for each device type of your StayLinked clients.
- ☐ Set the client screen size and display options.

Testing and Troubleshooting

- ☐ Err:Host Timeout! and Out of Range messages (pg. 12)
- ☐ eSP00XX messages (pg. 13)
- ☐ Configure custom emulation settings and test function keys.

Final Steps

- ☐ Review the list of Advanced Features for available productivity improvements.
- ☐ Follow StayLinked on our Blog, Twitter, Facebook, Google+ and LinkedIn for important announcements and key product improvements.

Server Installation

The StayLinked downloads page includes an installation guide for each of the typical server platforms used to host a StayLinked instance. We typically recommend that the StayLinked server process is installed on the telnet server for reliability and security reasons. Once the server process is installed, you can move on to the Administrator and Client installations.

Confirming the Server is running

Before moving on, you may want to confirm that the StayLinked server process is up and running. The best method depends on the server platform:

iSeries – Also known as IBMi and AS/400, the StayLinked server process should appear under a ***WRKACTJOB SBS(StayLinked)*** as a subsystem with four active jobs. The QP0ZSPWT job will typically be at a TIMW, TIMA or SELW status when the server is ready for incoming connections.

Unix/Linux – Using the command ***ps -ef | grep staylinked*** you should see the StayLinked server process running against the Java path specified in the strserver.sh startup script. The StayLinked server process must run against a valid Java runtime on the server.

Windows – Windows systems will display the StayLinked Server services in the list of running services. If the service does not appear, it means that the option to 'run as a service' was not selected or there is a Windows C# distributable patch that needs to be applied correcting the 'side-by-side' error found in the Application Event Viewer.

Netstat – The StayLinked server process listens for incoming connections on port 3006. This means that the netstat command can be used on most platforms to confirm the UDP port has been opened.

StayLinkedManager.log – During server startup, the StayLinked Server process will write entries to this log file in the logs subdirectory. This file can help confirm if there were any issues with the startup process and will write various server information to a startup banner at the time of the server startup. This includes the server serial number if licensing will be required for this system.

As part of preliminary testing, you may wish to confirm that the StayLinked server can ping the client devices, Administrator PC and the telnet server addresses. The ICMP ping can help confirm basic connectivity between various devices.

Windows systems may need the Windows firewall disabled or have StayLinked added to the list of trusted applications. More details on the ports and protocols required by StayLinked can be found in the StayLinked Secure Communications Guide in the documentation section of our downloads site.

Administrator Installation

The StayLinked Administrator is the user interface for the StayLinked Server process. It is not licensed and can be installed on any computer that has a need to manage the server configuration or sessions. When installing the Administrator, it is important to make sure that the installer has Administrative rights to the Windows PC. Even after installation, the Administrator directory must have read/write/execute permissions for the current Windows user. More details are available in the various server installation guides which cover server installation, upgrades and Administrator installation.

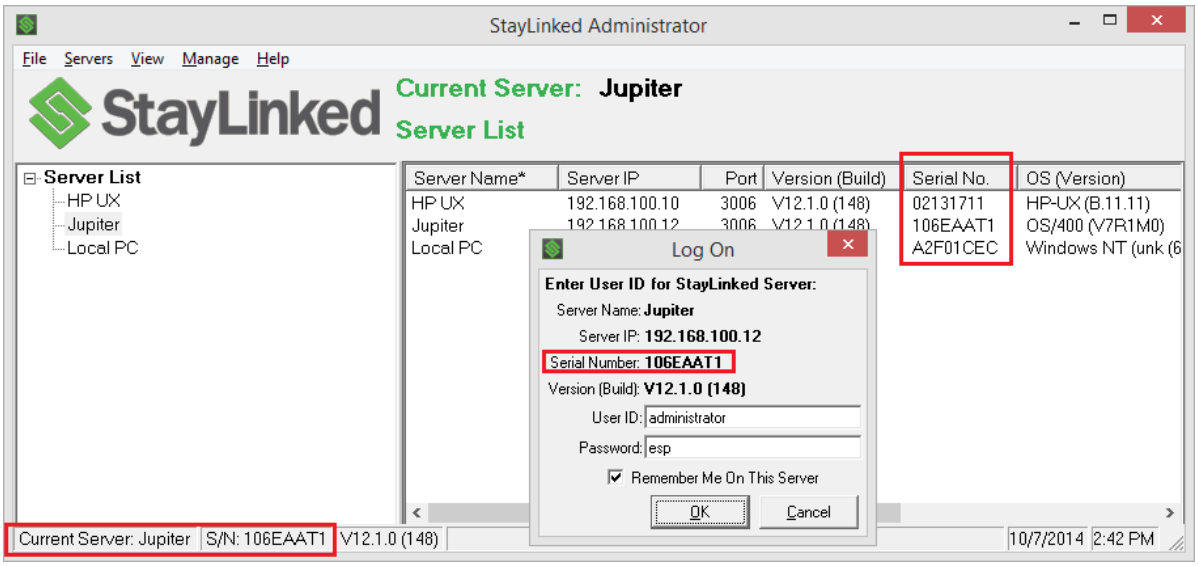
Windows 7/8/10

On newer Windows operating systems, it can be important that the StayLinked Administrator is run 'as Administrator' by right clicking the shortcut or changing the option in the compatibility tab of the application properties.

Without administrator compatibility mode, Microsoft has added user-specific directories for programs operating from the Program Files directory. StayLinked log files and cached configuration files will not be found in the Program Files\StayLinked Administrator subdirectories. Instead, these files will be found under the user profile subdirectory (where the blank is the current user account):

C:\Users\.....\AppData\Local\VirtualStore\Program-Files\Stay-Linked Administrator

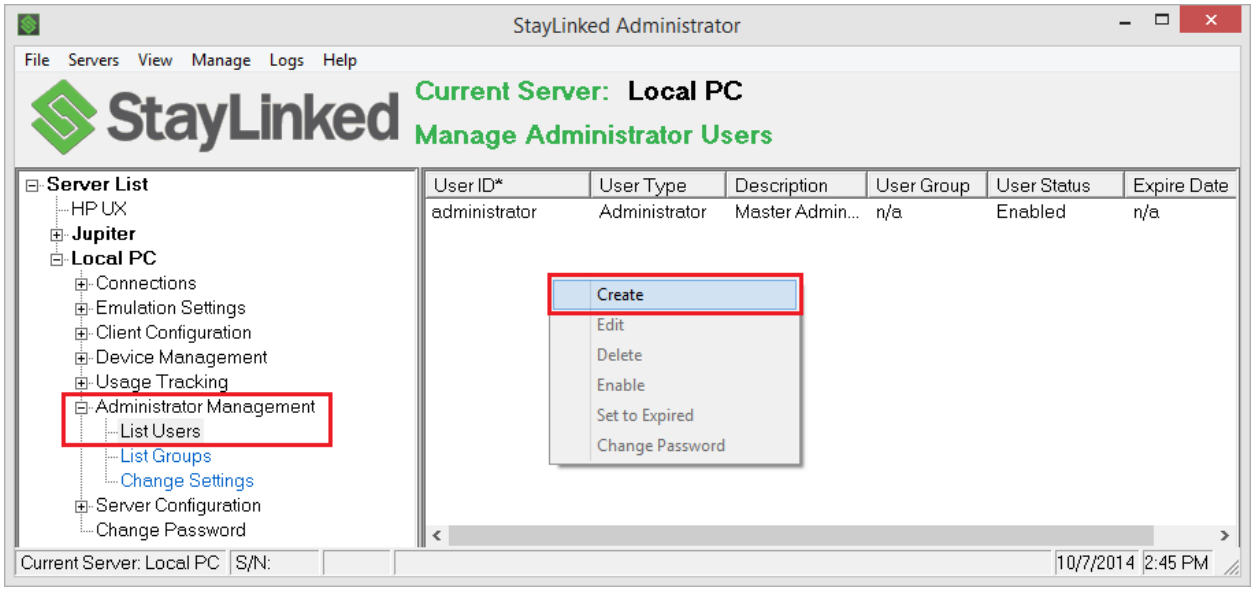
Once the Administrator is installed and configured to manage a running Server process, you can find server serial number(s) displayed in the Server List.



From there, you can log into the server using the default account of administrator with a password of esp.

Create a New Administrator User Account.

We recommend starting the new installation by creating a new user account. These accounts are stored on the StayLinked Server and will be accessible from any StayLinked Administrator that connects to the server that owns the profile. Right click in the window to create a new user profile.



Once you've created the profile, double click it and set all of the values to *Yes, select file > Save Changes > Right click the profile again and select Enable. The user account will have a default password that matches the username.

Tip - The default administrator profile can be re-enabled and reset to the default password by placing an empty file in the StayLinked Server's Config subdirectory named resetadmin.xml. You can confirm this took place during the next server startup by confirming that this custom file is automatically deleted. Restarting your server process may cause an interruption to your users if you are forced to bounce the server process during normal business hours. Creating a second account and adjusting the desired user account settings will help prevent the administrator account from being locked out. It may also be easier to login using a username that is shorter or more familiar than administrator.

Configure your Telnet Host Entry

The next step will be to tell the StayLinked Server where to find your telnet server. In most cases, the StayLinked Server will be installed on the same system as the telnet server, meaning you can leave the default entry as the local loopback address of 127.0.0.1.

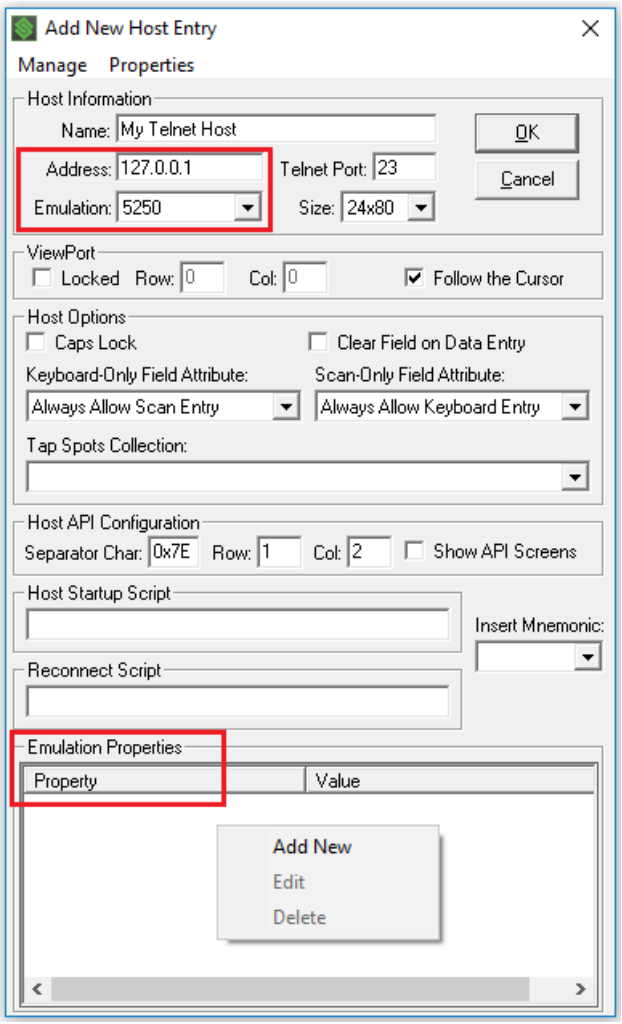
From the StayLinked Administrator, select Emulation Settings > Telnet Host Groups > double click the Default Host Group > then double click the Telnet Host Entry, usually called 'My Telnet Host' or 'My iSeries'.

The emulation type sets the communication parameters for your connection.

3270 emulation is specific to IBM Mainframe systems.

5250 emulation is used for IBM AS/400, iSeries and IBMi systems.

VT emulation is typical among Windows, Linux and various Unix platforms. The most common selections for VT emulation are VT220_7, VT-UTF8 and VT100.

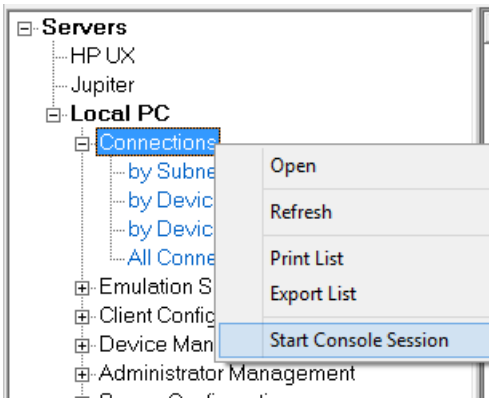


VT emulation may also require a defined 'terminal capabilities' which is set as a Terminal ID. These various options can be added as emulation properties, the most common of which will be a Terminal ID of vt100 or vt220 as well as a setting for VT Escape Sequence Processing which would be set to RAW mode. More details on these options can be found in the Administrator User's Guide and the Technical Reference document on Keyboard Mapping.

Note that the telnet port will change to the default value if you change emulation types. Some telnet applications will use a non-standard port, and some companies change the port for security reasons. For a connection to be established, the address, port and emulation type must all be correctly configured for your application. *"eSP0002 Host Not Responding"* Any errors in these settings will result in an error on the device that the emulation host is not responding.

Testing an Emulation Session.

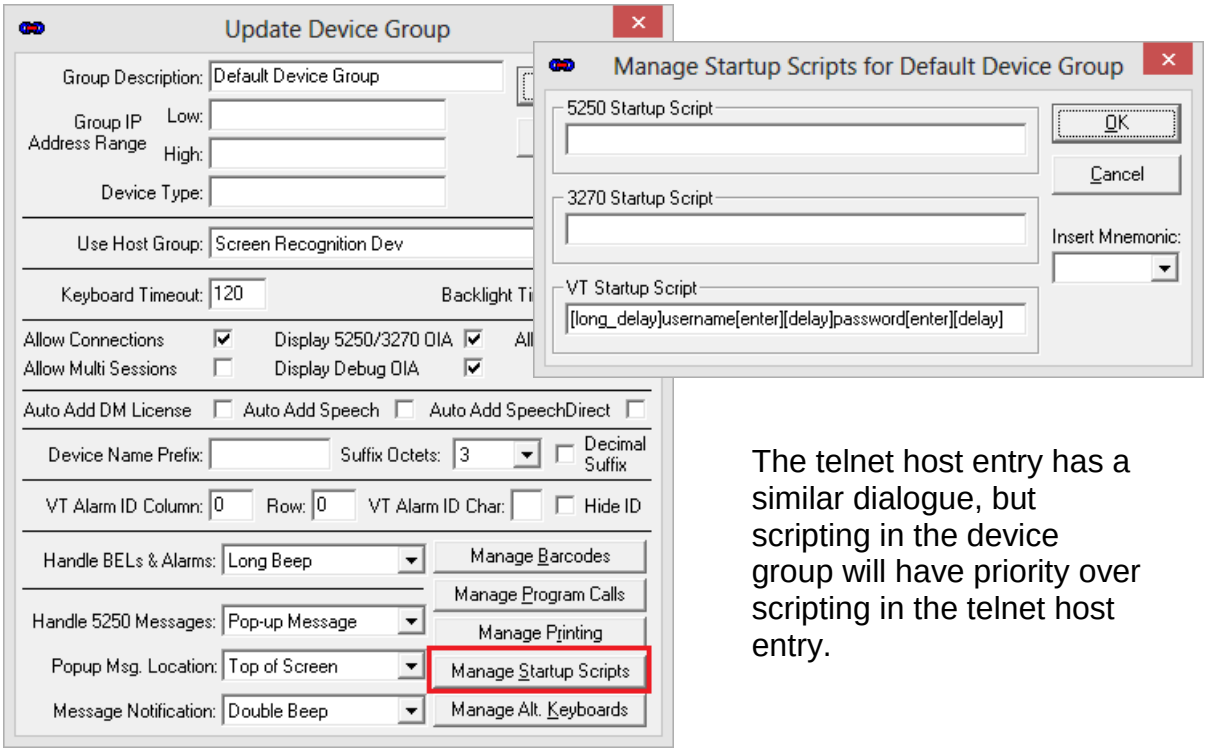
Testing your settings so far can be done by starting a console session. From the Administrator, right click on the connections list and select Start Console Session. This will test the StayLinked Server's ability to connect to your telnet server. Please note that this is a very basic client intended to display shared sessions. Some characters may not appear as they would on devices. If your devices are not displaying special or international characters, you may need to add a host code page to the emulation properties above. See the DBCS guide for more details on international character support.



You can end a console session by pressing the escape key and answering yes to the "Exit Session: Y or N" prompt.

Adding a Startup Script

Once you have established a connection to the emulation host, StayLinked can provide a startup script to enter the first few transactions. This is often used to launch an application screen, bypass menus or even provide login credentials. Startup scripts can be added in one of two places, the telnet host entry or in the device group. More details on these dialogues and the available options can be found in the StayLinked Administrator User Guide.



The telnet host entry has a similar dialogue, but scripting in the device group will have priority over scripting in the telnet host entry.

Client Installation

StayLinked clients each have an installation guide that describes the client options specific to the manufacturer, model and device operating system. In addition to the PDF guide available for download, each client ZIP file includes an install.txt with basic instructions. Typical installations operate through a Windows PC using Microsoft ActiveSync or Windows Mobile Device Center.

Devices that have another emulation product installed should have the other emulators disabled or removed. Attempting to run multiple emulators on a device can result in issues with the scanner, radio and/or keyboard operation.

ActiveSync and Windows Mobile Device Center

Most devices can automatically start a partnership or connection to your PC. Some devices require a driver provided by the device manufacturer. If you are unable to get the device to communicate with your PC, we recommend using the manual installation instructions to install the client. *If your Windows 10 PC can no longer use Windows Mobile Device Center, see the technical note in the same section below for suggestions on re-enabling the product within Windows.*

Third party programs that set a device restore point can interfere with StayLinked features. Clients request their sessions by asking for the session number in the session.ini configuration file. Any program other than the StayLinked client that make changes or replaces client files with a ‘restore point’ or ‘known good’ copy can break the client’s ability to recover an active session. If you plan to use any of these programs, be sure they are configured for registry only or that they exclude the StayLinked directories.

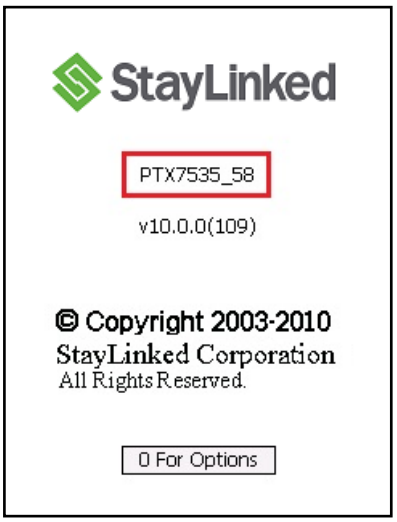
Testing Scanner Configuration

Most StayLinked clients can natively communicate with and enable the scanner. Some devices, (typically those without integrated scanners) will need to be configured for scanner-as-wedge. You can test your scanner by scanning something into the Client scan test. If no data appears, refer to the Scan Configuration Guide among our technical reference documents. Without proper scanner configuration, barcode transactions will be processed as high-speed typing, using individual transactions for each character. This can result in lost data and excessive beeping by the device. Scanning into the keyboard test will display keyboard transactions for improperly configured scanners.

Scanning is controlled on three levels. The scan engine must be able to read a barcode. The StayLinked client will display barcodes received from the operating systems in the scan or keyboard tests, and the StayLinked server can make adjustments to incoming barcode data. Adjustments to the scan engine must be made on the device. Some devices provide control panel applets to adjust the scan engine, while others may require a supplemental configuration file if the manufacturer does not provide scanner control.

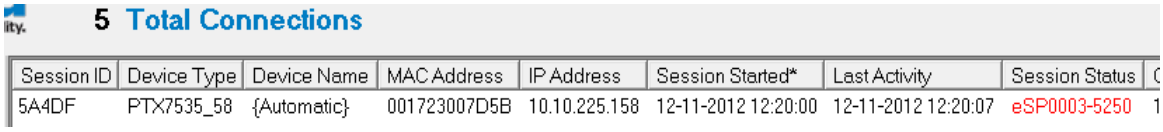
Adding Keyboard Maps

During a connection, each device communicates a device type to the StayLinked server. New device types that need a keyboard map will report an error Esp0003, No *VT/5250/3270* keyboard map found for device *devicetype*.

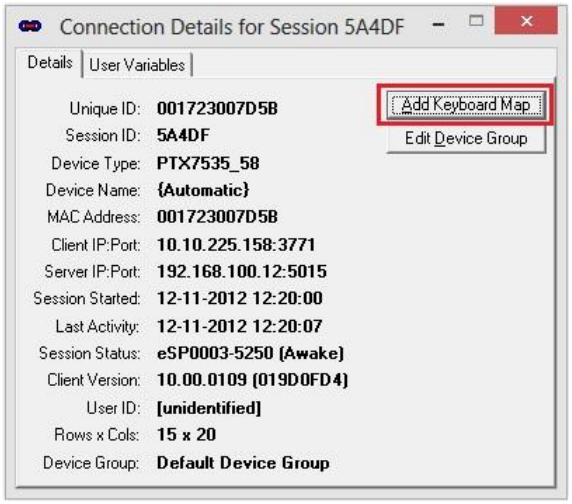


The Device Type for each client will be displayed in the connections list and on the splash screen next to the client version. Device Types are a combination manufacturer model, operating system and keyboard layout as reported by the device operating system.

You can add new keyboard maps manually from the Emulation Settings > Keyboard Maps section of the Administrator or from the Connections List by double clicking a device that has the error message in the session status column.



While your device displays the Esp0003 error message, you can quickly add the keyboard map by opening the details display in the Administrator's Connections List. Just double-click on the connection and select the 'Add Keyboard Map' option.



Only one keyboard map must be installed for all devices of the same device type. Every device type must have a matching keyboard map installed on the Server for the required emulation type.

If you do not see an available keyboard map that matches your device model, you may need to download and install the 'Administrator Keyboard Definition Update' or install and copy a keyboard of a similar device to the exact device type displayed on your client splash screen. Copied keyboards will work best when you use an original map that is from the same manufacturer and use the closest operating system and keyboard layout possible. Additional details on StayLinked keyboard mapping can be found in the Technical Reference Document for Keyboard Maps.

Set Client Screen Size

While emulation sessions typically operate in 24 rows by 80 columns, most mobile devices can't easily display this on a smaller screen. This means you'll need to know how much of that space is actually used by your hosted application, and if that screen information is displayed in the upper-left corner of the emulation space.

If you're not sure, StayLinked includes several tools to help view the session. One of those options, called a 'Session Screen Dump' can be viewed by navigating a session to a desired screen and then selecting Connections > All Connections > select and right click on the desired session > select View > Session Screen Dump.

The first part is information specific to this device and session, followed by a layout of the emulation screen, and then a list of each hex or Unicode value displayed.

The screen display is organized in rows and columns:

```
                1         2         3         4         5         6         7         8
       12345678901234567890123456789012345678901234567890123456789012345678901234567890
       --------------------------------------------------------------------------------
0001/01- StayLinked Demo
0081/02- Active :  00:00:00
0161/03- # of Trans:
0241/04- Select Input:
0321/05- 1. 15,6 CHK(RB)
0401/06- 2. 7A Auto-Adv.
0481/07- 3. Edit Mask
0561/08- 4. 19A Fld-Exit
0641/09- 5. Show Window
0721/10- 6. Color Attr.
0801/11- Option: _
0881/12-
0961/13- F3=Exit F4=More
1041/14-
1121/15-
1201/16-
1281/17-
1361/18-
1441/19-
1521/20-
1601/21-
1681/22-
1761/23-
1841/24-
```

In this example, you can see that the host is painting characters as far as rows 13 and column 19. As long as the host stays consistent in this display size, the client could be configured to 13x19 allowing the text to be as large as possible without displaying large section of unused screen area.

Client screen size can be configured in the client configuration while it is disconnected from the server or using client settings features in the StayLinked Administrator.

Client Special Technical Notes

There are a few settings that may prevent troubleshooting efforts. We recommend that these settings are not enabled until the connectivity has been tested. Once connectivity to the server is established, Client Settings in the Administrator can standardize your configuration options.

Setting	Options	Notes
Auto Connect	Never Once Always	The setting of 'Always' means that the client will 'always' reconnect. This can make it difficult to get disconnected to adjust settings or configure the device radio. Pressing the escape key during a handshake will bail out of the connection and get you back to the splash screen. If the device gets connected to the server, use the Administrator's connections list to 'disconnect' the device.
Full Screen Mode	On Off	This setting will hide all taskbars. This can prevent you from seeing the client menu options, radio icon and other informative items displayed on the Windows taskbars.
Application Lockdown	None Show Hide	Application Lockdown requires a password to minimize or close the StayLinked Client. It also makes the device take the power settings from the Device Group in the Administrator. Using this setting to show or hide the system taskbar is recommended only after the radio has been tested to operate as desired.

Cellular Connections

Windows CE and Windows Mobile devices may have integrated cellular network cards. The following settings will need to be added to the staylink.ini file in order to access the cellular network with these device operating systems:

gprs_connect=1 enables GPRS mode in the StayLinked client
gprs_exclusive=1 use his connection exclusively for the StayLinked client

The following settings may have an impact on the user experience over a cellular connection:

gprs_phone_enable=1 enable the PHONE interface if not enabled
sla_dm_keepalive=X set X to the number of 1/10th seconds for a keepalive 'ping'
connect_timeout=20 connection timeout (instead of the standard 10 seconds)

If you wish to configure a StayLinked client to assume that a network connection is already in place, you can add the "Always in Range" setting. This can be added as a client setting (which doesn't work if the device cannot reach the server), Scan2Configure barcode that would be scanned into the client scan test (which requires the scanner to be properly configured) or by adding an entry for **always_in_range=1** to the client configuration file called staylink.ini.

Android and iOS devices do not require these settings to connect to your StayLinked server via cellular network.

Replication and Device Master Images

StayLinked client passes a special value called the 'unique ID' to the server during a connection. If the client detects the default value during startup, it is replaced by hardware values to make it a unique value. The server uses this value to uniquely identify each device. If you plan to make an image of the operating system or registry, it's important that this value is reset before the image is created. This can be reset by pressing the reset UID value on the File > About client menu, or by creating a barcode in the Scan2Configure Administrator options. These features are described in the Session Persistence Guide, Client User Guide, and Administrator User Guide respectively. Once the UID has been reset, it will be redefined the next time the client is started.

Troubleshooting and Error Messages

When configuration is complete, your mobile device should be able to connect to the StayLinked server and see an emulation screen.

Windows 10 and Windows Mobile Device Center (WMDC)

The following steps can sometimes be helpful if you are having an issue with WMDC creating a connection to any device:

From a command prompt, run the two following commands separately:

```
REG ADD HKLM\SYSTEM\CurrentControlSet\Services\RapiMgr /v SvcHostSplitDisable /t REG_DWORD /d 1 /f
REG ADD HKLM\SYSTEM\CurrentControlSet\Services\WcesComm /v SvcHostSplitDisable /t REG_DWORD /d 1 /f
```

Open Windows Services, (command services.msc) and make the following changes:

- Edit the service 'Windows Mobile-2003-based device connectivity'
  - Go to the Recovery tab
    - Subsequent Failures set to Restart the Service
- Edit the service 'Windows Mobile-based device connectivity
  - Go to the Recovery tab
    - Subsequent Failures set to Restart the Service

Restart your PC for the changes to take effect.

Be sure to follow Microsoft instructions and troubleshooting steps before applying the changes listed above. These steps should only be required on Windows 10 systems that can no longer use WMDC. If you are not sure, we recommend following the manual installation instructions for any client instead of tampering with the Windows registry.

Function Keys Not Working

If your function keys do not work as expected, be sure to confirm your emulation settings as described in the section regarding your telnet host entry. If the keys do not work after starting a new session, refer to the technical reference on keyboard maps for a list of common alternative keyboard mappings.

If you don't see an emulation screen on your device, the message displayed should point to the possible causes. The following are the most common examples:

Issue/Error	Solution
Not a Valid Windows CE Application	This message is typically displayed when the wrong client has been loaded on your device. Some manufacturers also include resource files that are required for the StayLinked client to run. Please confirm the client matches your hardware and device operating system. Contact support for further details.
Out of Range	This message appears when the device operating system reports that it is not associated with an access point. In most cases, this means the radio has not been configured for your network. If the radio has been configured and can be contacted with a network ICMP ping, then you can set the client ignore the association status. To disable out of range detection, scan the first barcode for the setting and then restart the client by scanning into the StayLinked client scan test. Always In Range  Restart Client 
Error: Host Timeout	This message appears when the client was unable to complete the connection handshake with the server. This can be caused by an entering the wrong address or port for the StayLinked server, attempting to connect to a server that is not running, incorrectly configured network or security settings, firewalls that block the UDP protocol, routing and other network-related issues. Please review the Technical Reference for Host Timeout or call support if the error persists.
Blank Screen	After the client displays the 'connected' message, you might be presented with a blank screen if the device is reporting invalid screen dimensions or if the iSeries subsystem you are connecting to has not been started. We recommend entering fixed rows and columns for the display in the StayLinked configuration, and then contacting your iSeries administrator if you are using 5250 emulation.

Once connected to the StayLinked server, the server may display several different error messages on the device:

Message	Solution
eSP0001 No Hosts Defined	No Host defined in the StayLinked Administrator. Use the StayLinked Administrator to define Telnet hosts.
eSP0002 Host Not Responding	Bad Host address or port. Confirm the Host address and Telnet port information in the Telnet Host configuration. Host might be unreachable on the network. Confirm that the Telnet Host is currently available on the network.
eSP0003 No Keymap Found	The Device Type is not cross referenced to a keyboard map for this Host Emulation. Use the StayLinked Administrator to add a keyboard map for this Device Type and Host Emulation combination. Possible unknown Device Type.
eSP0004 Bad License Key Authentication Error Admin. Config. Error No TE Seats Available No Multi Seats Remain	Use the StayLinked Administrator to review the license information. Does the key refer to the correct Server Serial Number? For iSeries Platforms, the STAYLINKED user profile might be disabled or have no password. Review the STAYLINKED user profile.
eSP0005 WSID Not Available	The 5250 session is unable to allocate the specific device description. The device description on the AS/400 does not exist or is not varied on. Or, the device description has no interactive subsystem in which to run.
eSP0006 Device Not Allowed Device Group Is Full Blowfish Required	The device is assigned to a Device Group that is set to not allow connections or has a maximum session limit defined. See 'Manage Device Groups' in the Administrator User Guide. The server is configured to require Blowfish Encryption and the StayLinked Client does not support that encryption. See 'Server Settings' in the Administrator User Guide.
eSP0007 Client Not Compatible	eSP-Link clients are not compatible with StayLinked Servers.
eSP0008 Could not get device config	The server was unable to communicate with the device to retrieve the device configuration. Probable network traffic problems. Simply re-attempt the connection.

eSP0009 Multi Sessions Denied	The device is a member of a Device Group that does not allow multi sessions. Review the device group settings for this device.
eSP0010 Unable to connect to Shared Session	The server was unable to connect to the shared session. Simply re-attempt the connection.
eSP0011 SSH Errors	Bad SSH User/Password SSH Password Expired Unsupported Authentication SSH Disconnected
eSP0012 SSH Not Supported	SSH Support for StayLinked requires at least Java JRE 1.4.2-06 and the latest StayLinked Support JAR files.
eSP0013 SSH Logon Cancelled	The user cancelled the SSH logon prompt screens.
eSP0014 SSL Errors	Server Cert. Not Trusted Client Cert. Not Provided Client Cert. Not Found Client Cert. Bad Password
eSP0015 Device Not DM Capable	The device is not capable of running a DM Only session. You must install the StayLinked Device Management Components onto the device to make it capable.

Demo Mode

Brand new installations of the Server process will include a ‘Demo Mode’ license. This allows the server to support up to three connections for a one-hour period. Once the hour is up, the server process must be restarted to start a new hour. When a client connects to the server with the demo key, it will display StayLinked Demonstration Mode and press any key. It will also display the time remaining in demo mode or a notification that the server process has expired. Restarting the server process will start a new hour. Send your server serial number to our support team to obtain standard licensing.

Additional Features

Over the years, most StayLinked customers have moved to the solution in search of completely reliable emulation sessions and the help-desk-style Administrator's user interface for session management. These customers may also enjoy a wide range of additional features that are included as part of the solution:

Tap Spots – Tap-capable devices can perform input by tapping screen elements that are configured with a tap event.

Session Partnerships – Teaming two devices to the same emulation session can provide extra mobility and flexibility.

Client Settings / Scan2Configure – Configuring StayLinked clients can be managed centrally, or by printing barcodes that set your client configuration. Client settings is the best method for standardizing the configuration of your devices across the enterprise.

Scan2Command – Create barcodes that perform functions, input strings and make input options available that might not be part of your device keyboard.

Client Deployment – Keep your StayLinked Clients up to date without having to find your devices by loading the upgrade package on your server. This feature will push client updates to your devices only when they are needed.

Screen Recognition – Once a screen is recognized, a huge range of adjustments can be made to the application screens, input from your users and workflow. Automating input, screen reformatting and capturing memory variables for later use are just a few options.

Screen Reformatting – Change screen presentations and layouts to better fit screen size and orientation of the client device. Screen recognition and reformatting are described in more detail in the StayLinked Screen Recognition and Reformatting Guide.

Usage Tracking – Keeping track of mobile devices and users in a mobile environment can present a wide range of challenges. Usage tracking enables you to view activity, statistics and user information for all the devices that have connected to your server, not just the devices that are connected at the moment you need more information. Usage tracking is described in detail in the StayLinked Usage Tracking Guide.

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SmartTE – With StayLinked SmartTE, you can apply the touch screen capabilities to your warehouse applications right out of the box. StayLinked has reimagined the terminal emulation experience so that the speed and reliability of TE is leveraged, and due to the StayLinked architecture, there is virtually no additional system resource burden and there are no dropped sessions. And just as importantly, SmartTE allows your screens to become touch-enabled right out of the box so that native application screens appear the same. Workers can utilize all of the power of state-of-the-art touchscreen devices without having to be retrained. More information on SmartTE can be found in the documentation section of our downloads site.

SmartTiles – SmartTiles are a collection of customizable buttons layered on top of the emulation screen. Used for custom keyboards, navigation, macros and other uses, SmartTiles are organized into collections and pages, allowing the user to switch between the pages they need. When coupled with Screen Recognition, these features can be used to automatically present the user with the proper input panel based on the screen context. More information on SmartTiles can be found in the Administrator Users Guide section for SmartTiles.

StayLinked iQ (technology preview) – StayLinked iQ is an enhanced visibility, business insight and decision-making tool for terminal emulation environments. StayLinked iQ allows you to see which devices are performing better than others. If you have a mix of hardware in production, you can use StayLinked iQ to see how each model stacks up against the others. And if one or more devices happen to be giving your workers trouble, StayLinked iQ will help identify the problem devices so you can initiate troubleshooting. More information on StayLinked iQ can be found in the documentation section of our downloads site.

StayLinked iQ (Full install) – As a separate installation and cost, StayLinked iQ is a web-based business intelligence tool that is designed with Terminal Emulation in mind. It allows you to accurately measure the productivity of your warehouse operations by collecting, analyzing, and presenting device and worker information in ways that makes sense: Now you can see at a glance (and in-depth) how productive your warehouse is. It also enables you to diagnose and troubleshoot any inefficiencies due to worker inactivity, network outages, or a number of other issues you may not have known existed.

Contact Support

StayLinked technical support is always available to assist. Contacting the technical support line during normal business hours will get you in touch with the first available support representative. After hours, the general support line will provide an emergency support number available for customers who have critical situations that require immediate assistance.

It is important to note that StayLinked is dependent on many other network, hardware and operating system components. There are limitations in the amount of support we can provide for your network infrastructure. Please note that support is provided to customers with a current support agreement and may be limited for customers that have opted not to use our support services. Having stated the customary disclaimers, you can reach the support group here:

13700 Alton Parkway
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