



## RELEASE NOTES

2013.4.0.13901  
December 2013

2013.4.0.13808  
October 2013



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## Resolved Issues in 2013.4.0.13901

The following issues are resolved in this patch release. The Support ID numbers originate from the SilkRoad support case system and/or Product Engineering internal case system. Issues are listed in numerical order so that you can find your case easily. If you require additional information, please contact support and provide the reference ID displayed here.

<b>ID</b>	<b>Support ID</b>	<b>Location</b>	<b>Description</b>
GL-3589 PE-23115	474947	My Training	Fixed issue where an error occurred when attempting to load the My Training page when items included long Prerequisite Notes.
GL-2995 PE-19910		Training Event max enrollments	Fixed issue where setting max enrollments to zero (0) did not block automatically enrolling users instead of adding users to the waitlist.

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# Overview of 2013.4 Release

The SilkRoad team is very excited to announce the release of a new version of GreenLight. This release brings several great new features and enhancements to existing functionality. This document was designed to familiarize you with the latest release and the steps and considerations for your organization's implementation of it. If you are not already using the current version, contact your customer support representative to discuss upgrading to this new version of GreenLight.

With this GreenLight release, the SilkRoad team is also excited to announce some changes to the way product releases will be scheduled and provided to our customers. Starting this fall, all SilkRoad solutions will begin to release on a new quarterly schedule. Though you'll continue to receive separate communications about individual product functionality, our quarterly Life Suite release will be a more standard release schedule for all our solutions and will include improvements to our product upgrade processes.

## Life Suite Product Version

The first thing you will notice is that all our Life Suite solutions will adopt a new product version format. You can expect to see a format of YEAR.QUARTER.PATCH. So for products releasing this fall, our releases will be versioned accordingly: for example, 2013.4.0.13808 is this current GreenLight version number.

## Upgrades & Early Adoption

When you upgrade to the latest version of SilkRoad software, you get access to exciting new features and can take advantage of new technologies. To provide the best talent management solution on the market, SilkRoad asks all customers to plan for product upgrades as they become available. SilkRoad will work closely with you to upgrade your software 45 days after the new product release announcement. This time period gives our customers time to prepare for the upgrade process. Keep in mind, a software upgrade should never disrupt your business processes. Our support teams are happy to schedule your upgrades at a time that is convenient for you and answer any questions you may have about the upgrade process.

In the one month time period following any new product release, SilkRoad support and training teams are busy ramping up on new features and capabilities within our products. Customers who wish to upgrade immediately upon product release may encounter some ramp up time from internal teams and will be considered Early Adopters.

# New Features

The GreenLight 2013.4.0.13808 provides a number of new features and changes as listed below. Click the name of the feature to go to a more detailed description.

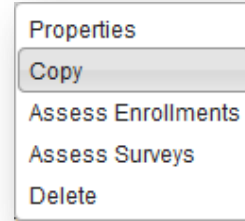
Name	Internal ID	Support ID	Description
Copy Training Events	GL-3371		GreenLight now supports the ability to copy existing Training Event objects to create new Training Events.
Qualification Membership Cutoff Date	GL-3023		The ability to set a cutoff date in a Qualification to be the absolute final date that GreenLight considers as a membership date and to ignore any users who become members of the Qualification after this date.
Configure Date/Time Format	GL-3359		GreenLight now provides the ability to specify a specific date/time format for all imported dates
User Agent Monitoring	GL-3337		GreenLight Administrators now have improved ability to monitor and view detailed information about the browser and operating system used by GreenLight users to access the GreenLight application.
My Training Sort Order	GL-3229		The My Training view and sort order is now persisted when a user changes from the default on the Student homepage. GreenLight now remembers the view sort order setting and sorts the page based on the last previously selected upon arrival to the page.
eCourse Activity Time	GL353		GreenLight now provides the ability to rollup time-in-course and save the total time-in-course with the course record. The Summary report in Monitor/Training for eCourses now displays a "Time" column and is rolled up for all activities in the eCourse.
			<b>NOTE:</b> Cluster activities completed prior to GL2013.4 will not display an accumulated time.
eCourse Activity Report	GL-3100 GL-3106 GL-3120 GL-3126		GreenLight now provides a new system report called "GL eCourse Activity" that provides time data to help track user entry and exit times in ecourses. This report can be used to track when a user takes training and how much time they spend in training during a specific time period.

<b>Name</b>	<b>Internal ID</b>	<b>Support ID</b>	<b>Description</b>
Content Skin Configuration	GL-3215 GL3207		Users now have the ability to configure the following default content skin functions ON/OFF in Configuration/Settings: Show Glossary Show Search Show Study Aids Show Features Show Menu Controls Show Next Navigation Show Previous Navigation
GL API	GL-3189 GL-3175 PE-17837	399991	GL API event delivery now supports a subset of the WS-Security protocol to accommodate secured messaging through customer gateways
GreenLight Version ID	GL-3032		GreenLight now provides a LifeSuite Version ID in the form [year].[quarter].[revision]

# Copy Training Events

GreenLight now provides the ability to copy an existing Training Event to define a new Training Event on a different date. A new "Copy" is now available from the Training Event options menu.

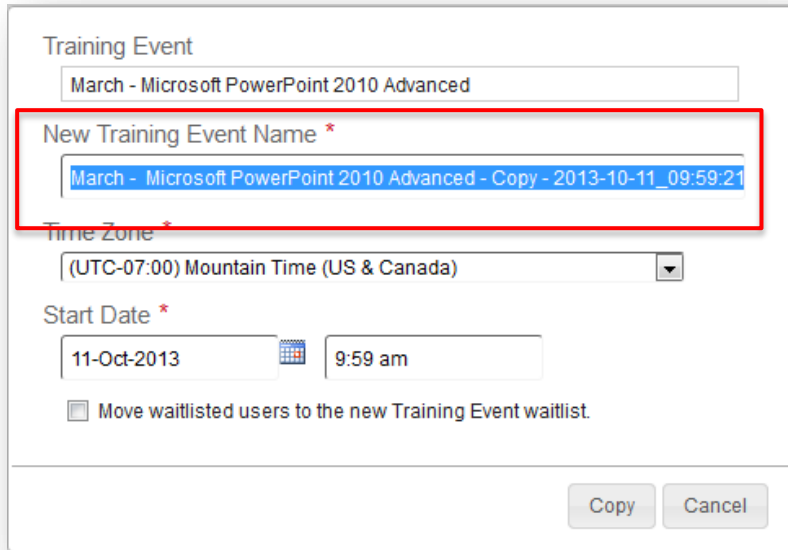
When copying Training Events, GreenLight automatically copies existing property settings, links, and some data; purges some data; and changes or allows administrator users to change other data as follows:



<b>Properties Copied to New Training Event</b>	<b>Properties Purged on New Training Event</b>	<b>Properties Changed on New Training Event</b>	<b>Optional Properties that may be Changed on New Training Event</b>
Training Activity	Training Event Group	Training Event Name	Waiting List (Optionally moved from copied Training Event Waitlist to New Training Event Waitlist)
Version	Enrollment List	Status changed to be "Planning"	The approval status will be changed (approved or pending)
Category	Declined Audit Log		The approval comment will be purged
Associated Survey			The approval requested date will be changed (copy date time or null)
Time Zone			The Waitlist reason may be changed to 'Added by Administrator'
Start Date			
Span Type, Instructional Time or End Date			
Scheduling Rules			
Sessions/Session Count			
Event Type			
Vendor			
Venue			
Training Location			
Administrator Name			
Administrator Email			
Training Event Contacts			
Minimum/Maximum Enrollments			
Enrollment Cut-off			
Allow Training Event Enrollment without Prerequisite Mastery			
Student May Cancel Training Event Enrollment			
Cancellation Cut-off			
Cancellation Penalty			
Absentee Penalty			
Enrollment Approval Required			
Automatic Enrollment From Waitlist			
Notes and Syllabus Notes			
Instructors			

## Edit Name and Start Date/Time

When copying an existing Training Event, GreenLight automatically adds "Copy" plus current date/time stamp to the end of the original Training Event Name. Users can then edit this name to change it to something different if they want.

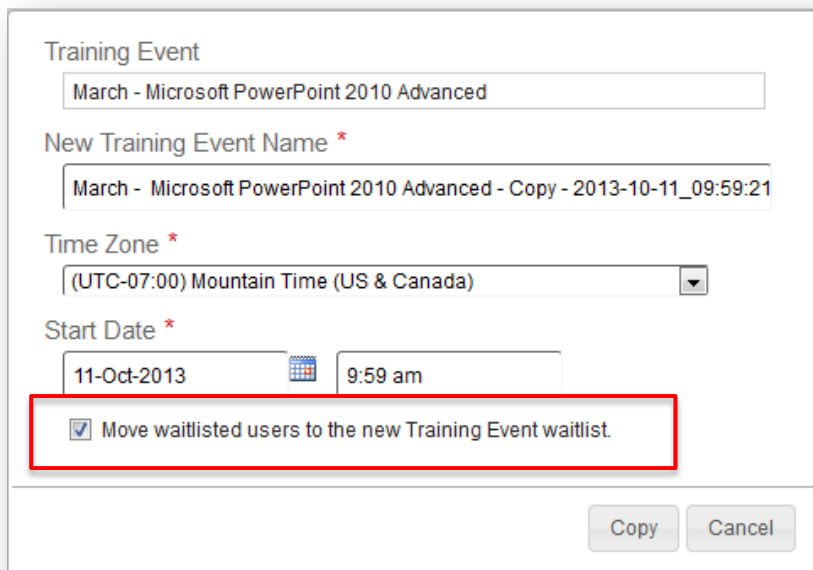


The screenshot shows a 'Training Event' dialog box. The 'Training Event' field contains 'March - Microsoft PowerPoint 2010 Advanced'. The 'New Training Event Name' field is highlighted with a red box and contains 'March - Microsoft PowerPoint 2010 Advanced - Copy - 2013-10-11\_09:59:21'. The 'Time Zone' is '(UTC-07:00) Mountain Time (US & Canada)'. The 'Start Date' is '11-Oct-2013' and the 'Start Time' is '9:59 am'. There is a checkbox for 'Move waitlisted users to the new Training Event waitlist.' which is currently unchecked. At the bottom right are 'Copy' and 'Cancel' buttons.

Users can also change the Time Zone and Start Date and time for the new Training Event.

## Move Waitlisted Users to New Training Event

When copying an existing Training Event that contains waitlisted users, the administrator can choose to move waitlisted users from the original Training Event to the newly created Training Event. This setting is OFF by default and must be explicitly set to ON to move the waitlisted users.

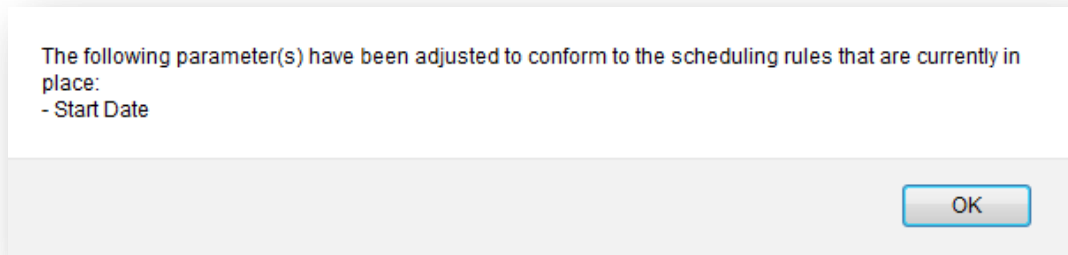


The screenshot shows the same 'Training Event' dialog box as above. The 'New Training Event Name' field is now 'March - Microsoft PowerPoint 2010 Advanced - Copy - 2013-10-11\_09:59:21'. The 'Time Zone' is '(UTC-07:00) Mountain Time (US & Canada)'. The 'Start Date' is '11-Oct-2013' and the 'Start Time' is '9:59 am'. The checkbox for 'Move waitlisted users to the new Training Event waitlist.' is now checked and highlighted with a red box. At the bottom right are 'Copy' and 'Cancel' buttons.

The waitlisted users can be auto-enrolled in the new Training Event if auto-enrollment is set to ON and the Training Event is set to a status of Scheduled or Confirmed. Alternatively, any privileged administrator can edit the Training Event to enroll waitlisted users in the new Training Event.

## Scheduling Rule Conflict Errors

The normal error prompts that occur when creating Training Events that conflict with an active Scheduling rule are also triggered when a new Training Event resulting from a copy Training Event operation is in conflict with an existing active scheduling rule.



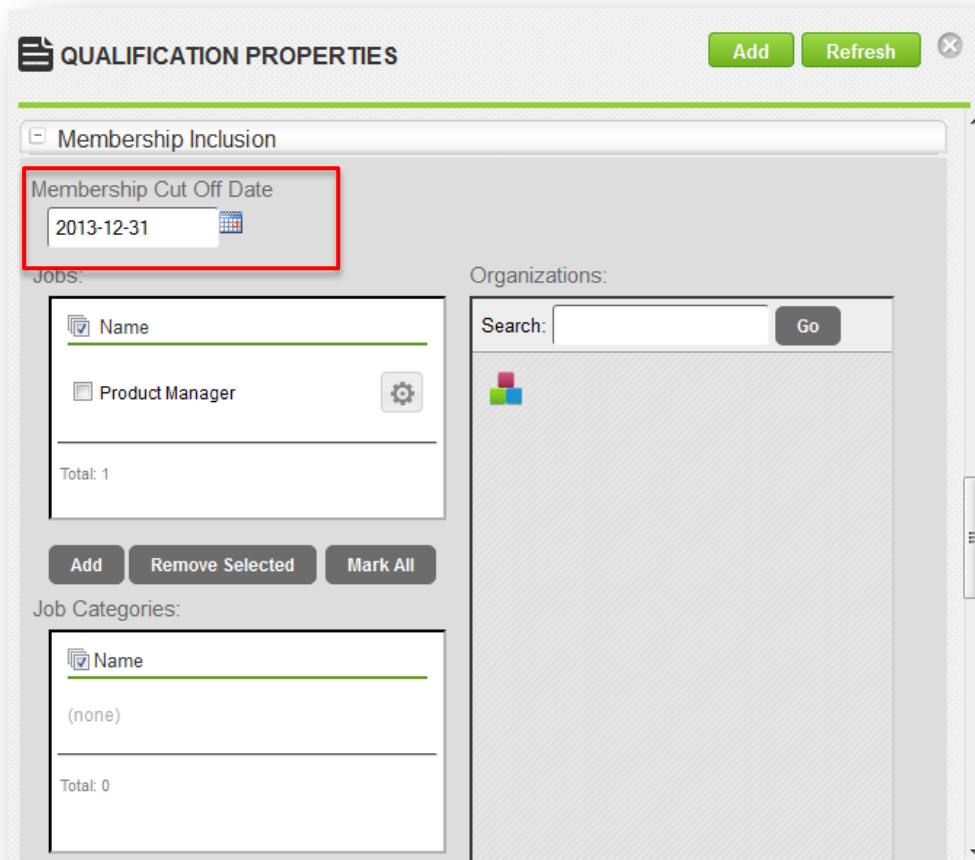
## Training Event Enrollment Notifications

When copying an existing Training Event, GreenLight automatically triggers specific notifications when they have been enabled:

- **Training Event Waitlist Cancellation** notifications (if configured and active) are sent based on the notification rules for student users moved from the copied Training Event to the new Training Event.
- **Training Event Waitlist** notifications (if configured and active) are sent for any student users added to the new Training Event Waitlist IF the new Training Event status is set to "Scheduled or Confirmed" after the copy.
- **Training Event Start** notifications (if configured and active) are sent based on the notification rules for the new Training Event IF the new Training Event status is set to "Scheduled or Confirmed" after the copy.

# Qualification Membership Cutoff Date

GreenLight now provides the ability to define a Qualification Membership cutoff date for a Qualification as a new rule within Membership Inclusion that can be used to inactivate a Qualification after a specific date specified in the Qualification.



If a Qualification includes a membership cut off date, then GreenLight considers users to be members of the Qualification and pushes any defined mandatory training to them based on the membership rules for the Qualification up to and including the cut off Date.

## How Does it Work

In the above example, this qualification is configured to push training to all users who are members of the "Product Manager" job and has a Membership Cut Off Date set to December 31 2013. Users who are assigned the Job "Product Manager" before December 31 2013 WILL BE automatically considered members of this Qualification. Users who become members of the "Product Manager" Job after December 31 2013 WILL NOT be considered members of this Qualification as their membership date for the Job is after the cut off date for the Qualification.

## Configure Date/Time Format

GreenLight now supports the ability to define a Date/Time Format as a default format for HR data imports. To change your current configuration to a different format, contact SilkRoad support to request this change.

Most date/time formats are supported; however, some long date formats for some languages (Russian, Japanese, and Simplified Chinese, for example) may not be supported.

**Example:** [yyyy/M/d/ h:m:s tt] would be the required format for [2004/4/14 8:00:00 PM]

## User Agent Monitoring

GreenLight now provides the ability to monitor and report user agent data that provides detailed information about user login, IP address, browser, platform and other details for all user access to GreenLight Student or Admin Portal. This information is available from the Learning>Monitor>Activity properties.

**ACTIVITY PROPERTIES** [Save] [Refresh] [Close]

Activity Date: 2013-10-15 3:22 PM

Activity: Manager Login

User Login: spuperuser

Details:

IP Address: 192.168.200.10

Browser: Firefox 24.0

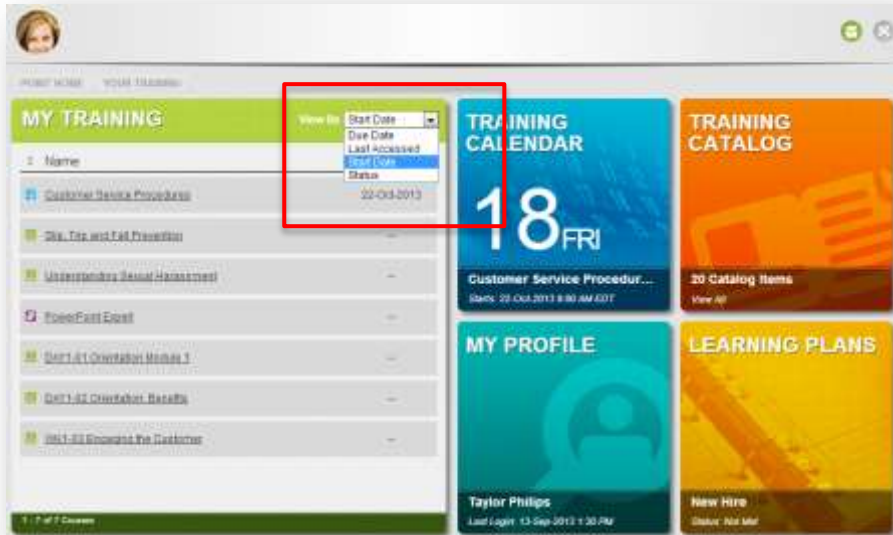
Platform: Windows 7

User-Agent: Mozilla/5.0 (Windows NT 6.1; rv:24.0) Gecko/20100101 Firefox/24.0

Additional information:  
Type: Firefox24, ID: firefox24plus, Name: Firefox 24.0, Version: 24.0, Platform: Windows 7, Input Type: keyboard, Supports Frames: True, Supports Tables: True, Supports Cookies: True, Supports VBScript: False, Supports JavaApplets: True, JavaScripts Version= 0.0, JScript Version= 0.0, Supports ActiveX Controls: False, Is Beta: False, Is Crawler: False, Is Wai32: True, Preferred Rendering Type: HTML5, Supports XMLHttpRequest: True, XMLHttpRequest Version: 1.0, Supports Send Mail: True, Supports Callback: True, Supports Redirect With Cookie: True

## My Training Sort Order

GreenLight now will set and persist the view and sort order of the My Training tile on the Student homepage for each individual user. When users select a specific sort by parameter, GreenLight remembers this selection and defaults to this sort order selection on subsequent logins:



## eCourse Activity Time

GreenLight now provides the ability to track and report on time-in-course. The accumulated time for all eCourse activities is saved and accumulated for the total time-in-course. This total time is saved as part of the user course record.

The time-in-course is now displayed as part of the summary report within Learning>Monitor>Training.

**Course Activity Summary**

Course: New Sample Course  
 User: Emmott, srl.yle  
 Time in Course: 00:08:35.48

Course Structure	First Access	Last Access	Mastery Date	Attempts	Completed	Satisfied	Score	Time
New Sample Course	2013-10-18	2013-10-18	2013-10-18	4		✓	100	00:08:35.48
Introduction	2013-10-18	2013-10-18	2013-10-18	1	✓	✓		00:01:22.47
Video	2013-10-18	2013-10-18	2013-10-18	1	✓	✓		00:01:33.4
Assignment	2013-10-18	2013-10-18	2013-10-18	2	✓	✓	100	00:00:27.59
Content	2013-10-18	2013-10-18	2013-10-18	1	✓	✓		00:00:06.7
Exam	2013-10-18	2013-10-18	2013-10-18	4	✓	✓	100	00:05:05.32

**Legend**

- Not Required
- Required (Unknown)
- Required (Incomplete)
- Required (Passed)
- Required (Failed)

**NOTE:** Legacy activity time may appear as “blank” for those activities completed prior to this release. Only course activity time accumulated after this release is accumulated and rolled up for the total time-in-course.

## eCourse Activity Time Report

GreenLight now provides the ability to track and report on time-in-course, as well as monitor the method used to exit an online eCourse. A new system report “GL eCourse Activity” provides Time in Course data, Start/End times, and Exit Reason:

eCourse: **Tri-Lingual eCourse			
Approximate Duration: 06:17			
eCourse Start Date: 20-Jun-2013 3:09 PM		Mastery Date: 16-Aug-2013 12:10 PM	
Start Date	End Date	Time In Course	Exit Reason
20-Jun-2013 3:09 PM			Unknown
20-Jun-2013 3:09 PM			Unknown
20-Jun-2013 3:10 PM			Unknown
20-Jun-2013 3:55 PM			Unknown
20-Jun-2013 3:55 PM			Unknown
20-Jun-2013 3:57 PM			Unknown
20-Jun-2013 3:57 PM			Unknown
21-Jun-2013 10:28 AM			Unknown
21-Jun-2013 10:41 AM			Unknown
21-Jun-2013 10:46 AM			Unknown
21-Jun-2013 10:54 AM			Unknown
16-Aug-2013 12:06 PM	16-Aug-2013 12:07 PM	00:00:32	Browser Closed
16-Aug-2013 12:09 PM	16-Aug-2013 12:10 PM	00:00:38	Browser Closed
16-Aug-2013 4:09 PM	16-Aug-2013 4:09 PM	00:00:07	Browser Closed
<b>Total:</b>		<b>00:01:17</b>	
eCourse Start Date: 16-Aug-2013 1:40 PM			
Start Date	End Date	Time In Course	Exit Reason
16-Aug-2013 1:40 PM	16-Aug-2013 1:41 PM	00:00:13	Browser Closed
16-Aug-2013 2:31 PM	16-Aug-2013 2:31 PM	00:00:05	Course Closed
16-Aug-2013 2:36 PM	16-Aug-2013 2:37 PM	00:01:12	Auto Log Out

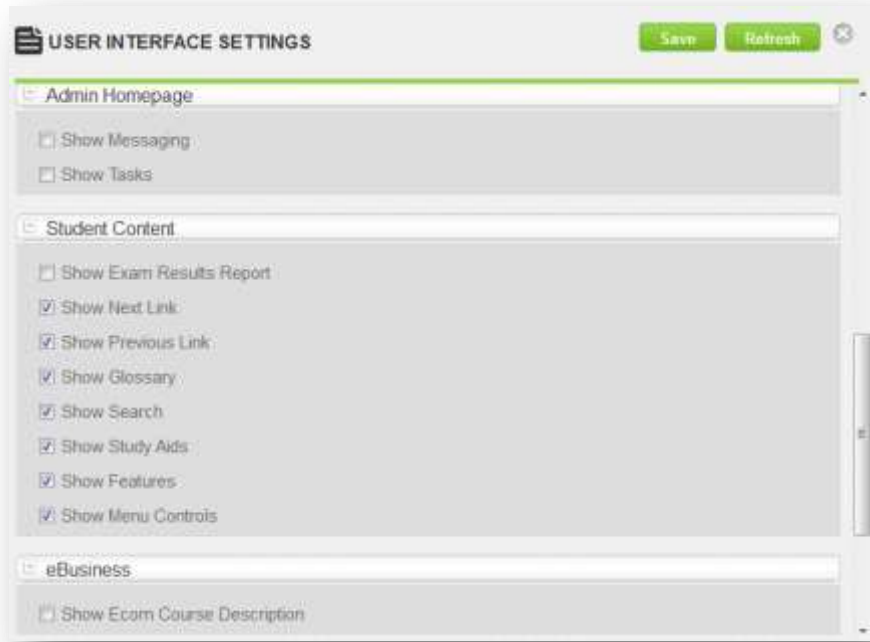
*\*Time Format: Approximate Duration (hh:mm), Time In Course(hh:mm:ss)*

**NOTE:** Legacy data completed prior to this current build will display “Unknown” for those activity attempts completed before this new tracking feature was introduced.

# Content Skin Configuration

Additional configuration settings have been added to extend the ability to control what functions are enabled in the GreenLight default skins. To modify your skin configuration, select the User Interface Settings button in Enterprise>Configuration>Settings:

User Interface Settings



## Resolved Issues in 2013.4.0.13808

The following issues are resolved in this release. The Support ID numbers originate from the SilkRoad support case system and/or Product Engineering internal case system. Issues are listed in numerical order so that you can find your case easily. If you require additional information, please contact support and provide the reference ID displayed here.

<b>ID</b>	<b>Support ID</b>	<b>Location</b>	<b>Description</b>
GL-3380 GL-3375 PE-21851	458245	eCourse Content Object display	Fixed issue where an eCourse containing multiple content objects did not correctly maintain the object order when launched from the My Training page. Also fixed in 4.4.2.13575.
GL-3336 PE-21706		GL API	Fixed issue where a course record imported using the GL API was not displayed correctly on the user History page because the course language ID and StudentLastDate were not set correctly using the API
GL-3332		SCORM 2004 attempts	Fixed issue where GL native activities, including Assignments, Exams and imagen content were generating multiple attempt data when the content was in a suspended state. GL now creates multiple attempts for unsuspend SCORM 2004 content only.
GI-3173		Performance Objective deletion	Fixed issue where attempting to delete a Performance Objective caused an error
GL-3168		Assignments	Fixed issue where an assignment linked to a content object would always display, even after the assignment was deleted
GL-3160		Content display in iPad	Fixed issue where HTML5 content was cropped on an iPad
GL-3081		Scheduled Reports	Fixed issue where a scheduled report that contained an Org Unit saved filtered would cause an error when users attempted to generate the report using the "Run Now" function in the Company Report properties or in the Company Reports search list. (also fixed in 4.4.2.13675)
GL-2571 GL-3024 PE-18761		SCORM 2004 content	Fixed issue where some SCORM content that did not explicitly evoke a SCORM terminate would not save progress data.

GL-3022 PE-20317		Training Event start/end times	Fixed issue where the default Start/End times for Training Events was not correctly displayed as the Company Time Zone default
GL-2995 PE-19010		Training Event Max enrollment	Fixed issue where setting max enrollment to zero (0) did not correctly block enrollment when an Admin approved an enrollment request
GL-2994 PE-19903		Training Catalog Membership inclusion	Fixed issue where memberships associated to a deleted membership criteria were not being updated by the Training Catalog membership, so were associating non-current catalog items to a Catalog Membership.
GL-2957		Maintenance page	Fixed issue where the time count down on the Maintenance page was correctly displaying time remaining in IE7
GL-2925		eBusiness	Fixed issue where entering an Activation code in the My Training page on an eBusiness enabled site persisted
GL-2917		Approve Training Event	Fixed issue where attempting to open the property page for a training event approval caused error if the record was modified from the Student portal
GL-2915		GL eCourses Report	Fixed issue where the prerequisite type was appearing as a number instead of a string name in the GL eCourses Report
GL-2650 PE-19046	393123	Content Object Icon labels	Fixed issue where content object icon labels did not appear in the selection dropdown for icon type in the Content Object author.
GL-2354		Workflow Notification	Fixed issue where a workflow notification sent to an empty workgroup caused an error
GL-2154		eBusiness Credit Card processing	Fixed issue where an interrupted Credit Card process was not correctly logged in the transaction log
GL-818 PE-10133	290316	eBusiness	Fixed issue where a course record with a mastery date and an Expiration Date in the future was not correctly appearing on the Training page
GL-807 GL-3036		SCORM log files	Fixed issue where log data displayed in SCORM debug tool was displaying SCORM 2004 data for SCORM 1.2 objects. GL now logs specific SCORM

2004 and SCORM 1.2 calls and hides sequencing and navigation logging by default

GL-797  
PE-21882

458578

SCORM

Fixed issue where GL would not rollup SCORM objects that only sent a status completion and no success status

GL-2874  
GL-786  
GL-585  
PE-6856

252935

AICC logs

Fixed issue where sites with large numbers of AICC activity caused latency problems over time.

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## Known Issues

The following issues remain unresolved in this release. Until they are resolved, please use the suggested work around or avoid them as noted.

### General Known Issues

Issue	ID	Workaround or Avoidance
When enabling or changing user session expiry settings, the browser must be closed and re-opened for changes to take effect.	10850	Close and re-launch browser to affect the session expiry settings.
Attempting to launch the HR Import Utility will prompt user with an error if using Apple Mac OSX or iOS.	GL-181	Use IE with Microsoft .NET Framework 3.5.0+. If using either Chrome or Firefox browsers, ClickOnce addon is also required. See below for further information.
The HTML Editor has a current limitation if the HTML page uses CSS files if the HTML code includes <DIV> tags that contain no content. When reviewing the page in the HTML editor, the page may not display the background images from the CSS file.		The problem with body class attributes not getting recognized in the editor view can be worked around by adding the CSS class to an enclosing <DIV> instead of the body
Exported GreenLight content does not work on Apache web servers when case sensitivity is set to be ON.		Set case sensitivity to OFF
Access to pricing matrix and CEU Matrix grant user's unrestricted Access to other GreenLight objects (eCourses, Training Catalog Items, etc.)	GL-1753	Only allocate privilege to these functions for unrestricted users.
Self-marked assignments do not rollup when previewed in the Admin Portal	GL-2108	Create an eCourse with the content object containing the self-marked assignment and push to a test student to preview and troubleshoot
Self-launching Assignments do not appear in My Training when part of an Equivalency.		Self-launching Assignments can only be launched and completed from the Competency Learning Options list and do not appear in the My Training page when status is "In Progress".
Study Aids, Search and Features in GL Student portal	GL-3012	Using IE10 and selecting Study Aids, Search or Features in GL content skins do not function when selected. Users should select "Expand Menu" to return to content menu.

Browser display using Chrome version 30+

A browser compatibility exists with Chrome version 30+ whenever the height of a window is extended but NOT the width. You may see unused whitespace in some instances. This issue is only visual and does not impact the function of the site in any way. To avoid seeing the issue, make sure to only modify the dimensions of the browser window by changing both the width and height and the page will refresh into all available space.

## Localization Known Issues

This GreenLight release includes the ability to use the GreenLight Admin portal in 7 languages: English, French, French Canadian, German, Japanese, Simplified Chinese, and Spanish. Although our goal is to continue to extend our ability to be fully localized based on cultural needs in any global environment, this release does contain some issues that do not meet specific cultural requirements in some jurisdictions. Most of these issues exist in less visual areas of the interface and are in our plans to correct in subsequent builds. The following table provides a list of many of these known issues:

<b>Issue</b>	<b>ID</b>	<b>Workaround or Avoidance</b>
Time zone support		Time zone is not localized based on a user profile. Time zone can be defined and displayed for scheduled Training Events by setting the company default time zone.
Importer Utility displays in English only		Importer Utility used to import legacy records and users is currently in English only.
Notification merge fields		The fields used to display data in notifications currently exist in English only
Documentation		Documentation currently exists in English only
eBusiness currency		The eBusiness function supports one and only one currency. Currency is not localized and displays as \$ (dollars) in the interface.
Imagen author		The imagen authoring tool is currently not localized and is available in English only.

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# Supported Browsers

GreenLight is designed to provide browser-neutral service delivery on both the Student and Admin Portals. The following browsers have been tested with this current version.

## GreenLight Student Portal Supported Internet browsers

### Browser

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Microsoft Internet Explorer (IE 7, 8, 9 and 10)\*

Google Chrome \*\*

Mozilla FireFox

Apple Safari \*\*

\*\* Content dependent. SilkRoad has not tested all content types with Safari and Chrome on the Mac, however, many of our customers report using these browsers in the Mac environment with no problem.

## GreenLight Admin Portal Supported Internet browsers\*\*\*

### Browser

---

Microsoft Internet Explorer (IE 7, 8, 9 and 10)\*

Google Chrome \*\*\*

Mozilla FireFox\*\*\*

Apple Safari \*\*\*

\*\*\* The GreenLight Admin Portal has been tested for the 3 most used browsers on the Windows platform (IE, Chrome, and FireFox).

**\*NOTE:** *The current GreenLight Point Skin is optimized for use in modern web browsers. At this time Internet Explorer 9 or higher and the current versions of Chrome, FireFox, and Safari are preferred. All major functions have been confirmed operational in these preferred browsers, but situations may arise where a feature may not be fully supported.*

*Although the Admin Portal can be viewed using an IE7 browser, some admin functions that access Student portal functions may require a more modern browser to function correctly.*

## Future Browser Support

GreenLight 4.4.2 was the last release which was rigorously tested in Internet Explorer 7.

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## Mobile Device Support

SilkRoad views mobile device support as an important capability to all our applications and especially for our customers' ability to deliver training and information. As we design new functions, we continue to assess the needs for training and information delivery using mobile devices.

With the GreenLight Point default Skin in the Student Portal, the iPad and similar devices can be supported. Although the GreenLight interface can be rendered on the iPad, some content delivered using GreenLight may not be compatible with the iOS or other mobile operating systems.

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# Supported Languages

The GreenLight application is designed to support multiple languages.

## Student Portal

With this build, any GreenLight Student Portal can be configured to support one or more of the following languages:

- English
- Flemish
- French Canadian
- French
- German
- Japanese
- Simplified Chinese
- Spanish
- Italian
- Brazilian Portuguese
- Russian

## Admin Portal

With this build, any GreenLight Admin Portal can be configured to support one or more of the following languages:

- English
- Flemish
- French Canadian
- French
- German
- Japanese
- Simplified Chinese
- Spanish
- Italian
- Brazilian Portuguese

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# Technical Support

For technical assistance for any of our products, please contact our support staff at:

- **Phone:** Toll Free: 1-866-803-9663
- **Web:** [support.silkroadtech.com](http://support.silkroadtech.com)