

# Support Home

While Scala hopes Scala Enterprise software provides a smooth, trouble-free experience, sometimes users have issues they cannot solve on their own. It is then that it becomes necessary to contact Support. The purpose of this page is to provide information on who to call if you encounter an issue, and where to find the information they will need to solve your issue. This page will also redirect to information that could solve issue without the need to contact Support.

To access Support, you must be a customer with valid Scala Maintenance. For more details, please check out the [Scala Maintenance overview](#).

## Contact Numbers

Region	Hours	Phone #	Support Contact
Americas and Latam	8:00 am to 8:00 pm Eastern Time	1-888-444-5867	helpdesk.us@scala.com
Europe, Middle East, Africa	8:00 am to 4:30 pm Central European Time	+31 46 80 80 151	<a href="#">Log into the Support Portal</a>
Asia and Oceania	9:30 am to 6:00 pm UTC/GMT +9	+81-03-6417-9645	<a href="#">Log into the Support Portal</a>
Norway, Sweden, Denmark & Iceland	8:00 am to 4:30 pm Central European Time	+31 46 80 80 151 (Calls are forward through EMEA Support)	<a href="#">Log into the Support Portal</a>

### Notable for Support

These are issues that have come from customers, like yourself, that may be experiencing problems with your Scala Enterprise software. Checking the list may provide you with a solution for your problem.

To see the full details for the links found on this page, it is necessary to have JIRA access.

### Locating Serial Numbers

Product serial numbers are useful for contacting Support and for creating new accounts to access Scala's documentation portal. Click [here](#) for more information about using serial numbers to create an account.

### Quick Links

The information found at the the links below is information customers have called Support for help in finding on a frequent basis. Click on the link to go to a page that will provide the information in a more detailed form.

- [Upgrading Your Network to 11.06, 11.07 or 11.08.](#)
- [Download Updates to Your Scala Software](#)