

```
'),o.close()}("https://assets.zendesk.com/embeddable_framework/main.js","numxl.zendesk.com"); /*]]>*/
```

## **My customer has question about a value computed in NumXL, can they contact NumXL Support directly?**

Last Modified on 03/18/2016 2:55 pm CDT

Our NumXL support requires the vendor or developer to initiate the support request because we may require additional information about the implementation of that particular function in the custom solution.

Kindly request our vendors and developers to do the following:

1. Turn the logging level to DEBUG/INFO in the configuration file
2. Run the scenario in the custom application that yield the computation value in question
3. Close the custom application
4. Now, attach the generated log file to the support ticket and send it to us
5. Turn the logging level back to original level (e.g. ERROR)

### **See Also**

[template("related")]