



Users of Peach Fuzzer's commercial offerings have access to the following support channels: forums and support tickets. Forums typically have same-day response; however, the response time is not guaranteed. Support tickets have a target response within 3 business days. Peach support is available Monday through Friday 10 am – 6 pm Pacific Time. Peach support is currently not available on weekends or US holidays.

## Peach Forums

Peach has two sets of forums, the community forums and the professional forums. Both forums are hosted at <https://forums.peachfuzzer.com>. The technical team at Peach Fuzzer, LLC, monitors both sets of forums.

Peach Fuzzer commercial users should access the professional forums to receive support. This forum has restricted access and is available exclusively to paying Peach Fuzzer users. The community forums are open to anyone and are used mostly by users of the Peach Community project.

Responses on the professional forums are prioritized over responses on the community forums. Typical response time for the professional forums is the same day; however, the response time is not guaranteed.

### **To access the Peach Fuzzer premium forums, follow these steps:**

1. Register an account on the forums site.
2. Send an email to [licensing@peachfuzzer.com](mailto:licensing@peachfuzzer.com) with your license email and forum username.

Your account will be granted access to the professional forums within 48 business hours.

## Peach Support Tickets

You can open a support ticket by sending an email to [support@peachfuzzer.com](mailto:support@peachfuzzer.com). Tickets are accessible through the web.

When opening a ticket, please provide the following information in your email:

- Operating system(s) in use by Peach and any external agents used in the fuzzing session
- Exact version of Peach being used. This is available from the console output and in the status.txt log file
- Detailed description of the issue and expected behavior
- Console output using the --trace argument
- The full Pit file and configuration files, if possible

## Contact Us

[Visit our website](https://peachfuzzer.com)  
Peachfuzzer.com

[Forums](https://forums.peachfuzzer.com)  
forums.peachfuzzer.com

[Email us](mailto:support@peachfuzzer.com)  
support@peachfuzzer.com