

Support

Contact our team today by leveraging the many support options available below.

Sales Support:

If you have a licensing or sales-related inquiry, please contact your assigned account manager or choose from the following contact options below.

Web Form: <https://www.senecadata.com/contact-us/>

Phone: 1.800.227.3432 (Available Mon-Fri 8:00a – 6:00p Eastern)

Seneca Technical Support / RMA

If your Seneca xConnect software indicates a defective hardware component, gather the following information to include in your support request:

- System Serial Number
- Event Logs from your xConnect Account or screenshot of event/alarm
- Dell TSR Log, if applicable
- xConnect Agent logs (C:\ProgramData\xConnect\logs)

E-mail: [Seneca Customer Care](#)

Phone: 1.800.227.3432 (Available Mon-Fri 8:00a – 6:00p Eastern)

xConnect Application Support

E-mail: [Seneca xConnect Team](#)