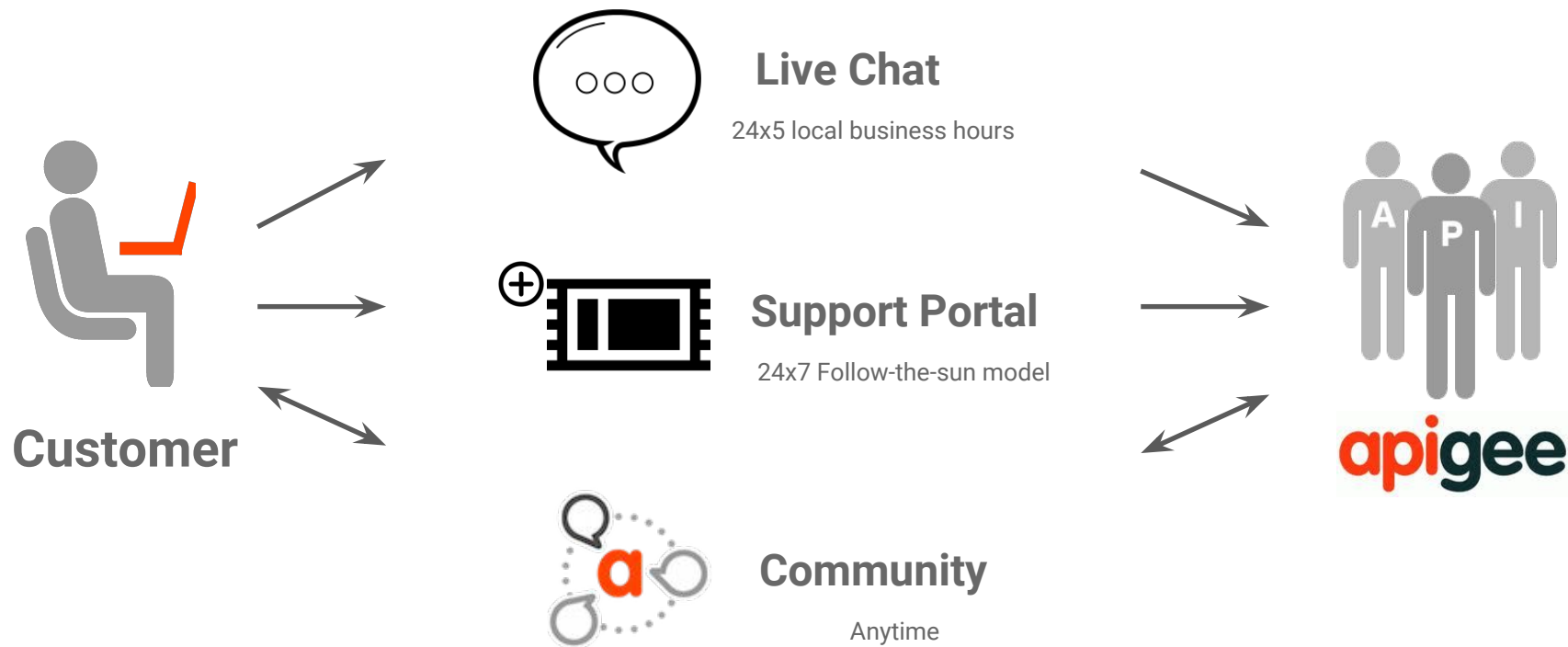





Apigee Support

Support Channels



Openness and Transparency

<http://status.apigee.com/>



Apigee Release Schedule

Apigee Edge: Tue/Thu 12am to 4am in Singapore, Central European, and US Eastern time zones ([learn more](#))

Read the [release notes](#) to learn what is new.

[Subscribe To Updates](#)

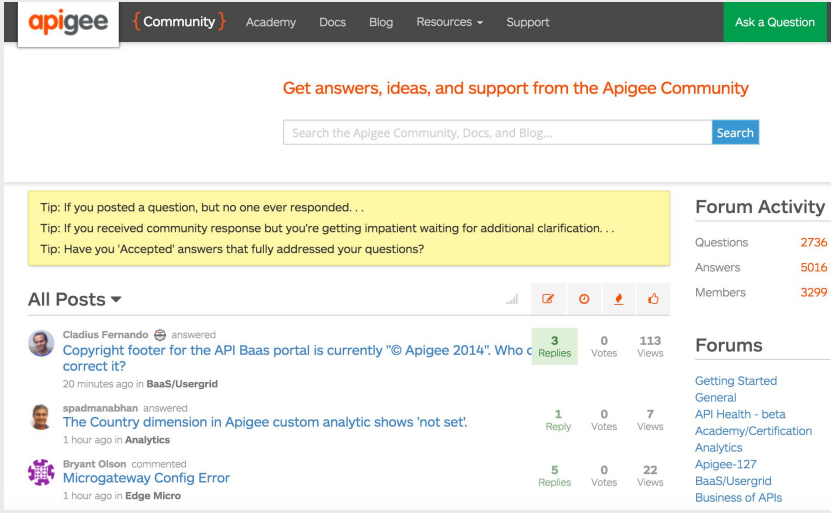
Apigee Edge Scheduled Release - API Services - Thursday Jan 21s...

[Subscribe](#)

In progress - Scheduled maintenance is currently in progress. We will provide updates as necessary.
Jan 20, 15:00 PST

Scheduled - We have an upcoming release window scheduled for Thursday Jan 21st, 2016 (By Region). During this release window, we will be making updates to API Services and these updates are not expected to cause any interruption to Apigee Edge.

<https://community.apigee.com/>



apigee {Community} Academy Docs Blog Resources Support [Ask a Question](#)

Get answers, ideas, and support from the Apigee Community

Search the Apigee Community, Docs, and Blog... [Search](#)

Tip: If you posted a question, but no one ever responded. . .
Tip: If you received community response but you're getting impatient waiting for additional clarification. . .
Tip: Have you 'Accepted' answers that fully addressed your questions?

Forum Activity

Questions	2736
Answers	5016
Members	3299

Forums

[Getting Started](#)
[General](#)
[API Health - beta](#)
[Academy/Certification](#)
[Analytics](#)
[Apigee-127](#)
[BaaS/Usergrid](#)
[Business of APIs](#)

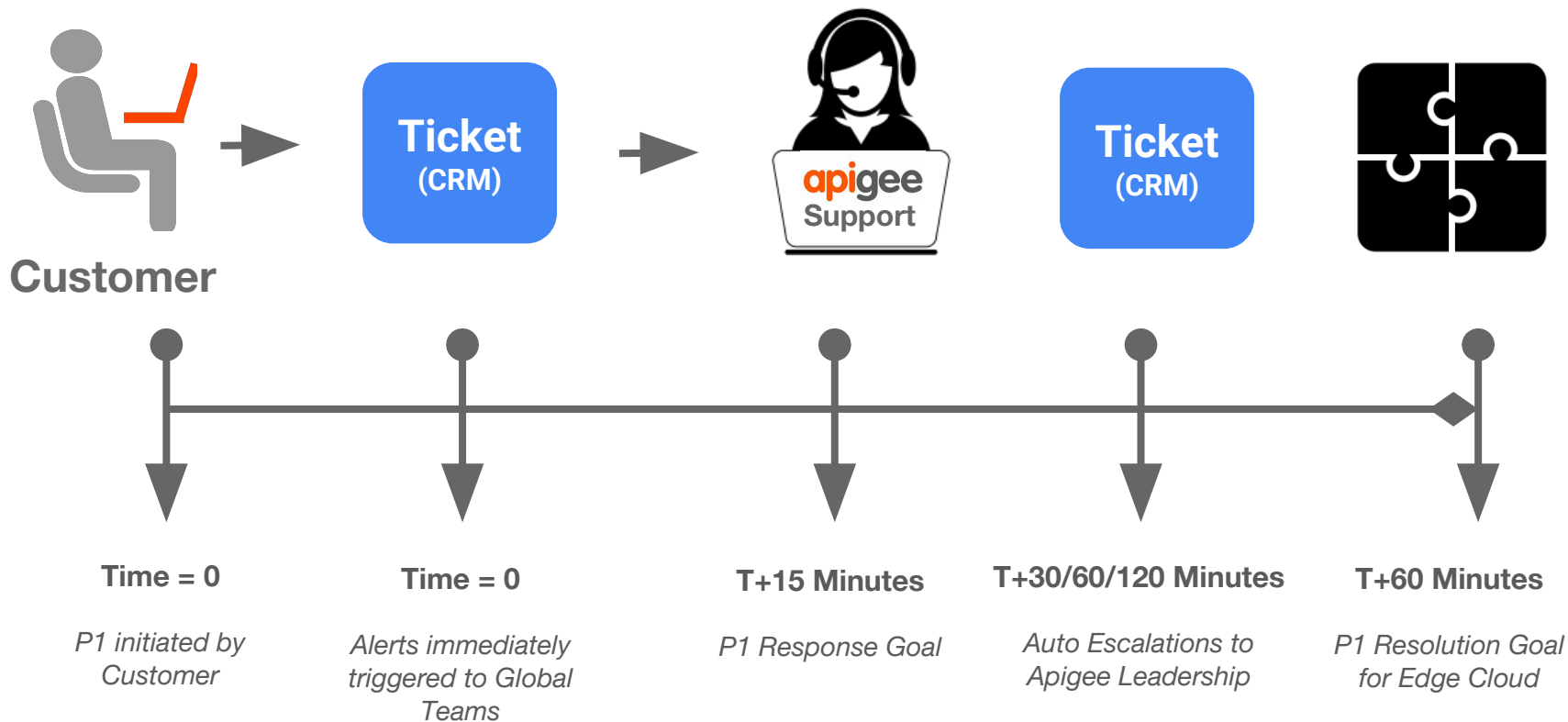
All Posts

Cladius Fernando answered
Copyright footer for the API Baas portal is currently "© Apigee 2014". Who c...
correct it?
20 minutes ago in [BaaS/Usergrid](#) 3 Replies 0 Votes 113 Views

spadmanabhan answered
The Country dimension in Apigee custom analytic shows 'not set'.
1 hour ago in [Analytics](#) 1 Reply 0 Votes 7 Views

Bryant Olson commented
Microgateway Config Error
1 hour ago in [Edge Micro](#) 5 Replies 0 Votes 22 Views

Mission-Critical Support



When opening a ticket...

- Include as much information as possible, including business impact
- Reference existing ticket numbers
- Include contact information
- Open separate tickets for separate issues
- Contact us as much as needed!

Apigee Support Services

Feature	Apigee Enterprise Support
Scope of Support	Apigee product- specific break/fix questions
Product and Documentation Updates	Included
Severity 1 Issues - Standard Hours of Operation	24 x 7 x 365 Follow-the-sun model
Severity 2- issues - Standard Hours of Operation	Monday - Friday, 8 AM - 5 PM (in customer's local time zone)
Method of Contact Support	Portal / Web / Live Chat
Root Cause Analysis for Severity 1 Incidents	Included

- Apigee support specsheet: <https://apigee.com/about/spec-sheet-category/support>
- Apigee support portal: <http://apigee.com/about/support/portal>
- Apigee release notes: <http://docs.apigee.com/release-notes/content/apigee-release-notes>
- Apigee release process: <http://docs.apigee.com/release-notes/content/apigee-edge-release-process>
- Supported software: <http://docs.apigee.com/api-services/reference/supported-software>

Apigee Documentation
<http://docs.apigee.com>

Apigee community
<https://community.apigee.com>

Apigee Resources
<http://apigee.com/about/resources>

Apigee on Github
<https://github.com/apigee>

Apigee Labs
<http://apigee.com/about/labs>

Apigee Academy
<http://academy.apigee.com>

Apigee Webcasts
<http://apigee.com/about/events/upcoming-webcasts>

Apigee Blog
<http://apigee.com/about/blog>

Apigee Support Portal
<http://apigee.com/about/support/portal>





Thank You