

# Support

Most identity and security solutions from Swedish-owned Nexus Group are provided through a global network of highly qualified partners. Our partners provide first and second line support. If they cannot solve an issue, they pass the issue along to the Nexus support team.

## News

2018-11-16

### Changed Oracle Java support

As of January 2019, Oracle will end its public support for commercial users. This affects all customers with Java-based Nexus products. For more information, see [Java support](#).

[Read more...](#)

## Contact support

If you are a customer of a Nexus partner, please contact the partner for support.

If you are a direct customer of Nexus, please contact our support team through one of the following channels:

### Software support



[support.nexusgroup.com](http://support.nexusgroup.com)



[support@nexusgroup.com](mailto:support@nexusgroup.com)

### Hardware support



Hardware and third party software support:

- Sweden: [service.se@nexusgroup.com](mailto:service.se@nexusgroup.com)
- Denmark: [service.dk@nexusgroup.com](mailto:service.dk@nexusgroup.com)
- Germany: [service.de@nexusgroup.com](mailto:service.de@nexusgroup.com)

### If you want...

- ...support on Nexus ID06, please visit [nexusid06.se](http://nexusid06.se).
- ...help with issues that are not related to support, see [here](#) for general contact information.
- ...to return incorrect or defective products, please complete the form [here](#).

## Support Documentation

Support and maintenance description:

- [Nexus Support and Maintenance Description.pdf](#)

Support process description:

- [Nexus Support Process Description.pdf](#)

Product lifecycle policy:

- [Nexus Lifecycle policy.pdf](#)



We do not support Nexus smart phones.

## Related information

- [Nexus Personal Mobile](#)
- [Support news](#)
- [Java support](#)
- [About Nexus support portal](#)
- [End of Sale and End of Life statements](#)
- [General instructions](#)

## Links

- [Nexus support portal](#)

## Product sheet

Click to read or download:



Support Product...et Nexu:

For ***Terms Support and Maintenance*** and general terms and conditions, see [About Nexus - Terms and conditions](#).