



How to Request Support

CRUCIAL STEPS

How to Request Support



If you experience an issue with the SB-ITM ecosystem, one of the bots, or the VPS environment, please follow the procedure below before contacting support.

1. Open the **SB-ITM Control Center** and select Contact.
2. Click **GENERATE SUPPORT ZIP**.
3. Wait until the Support ZIP generation process has completed.
4. The generated ZIP file remains available on the managed VPS and can be retrieved directly by SB-ITM support through the dedicated support process. You do not need to download or attach the file to your email.
5. Create a new email and briefly describe: what happened, when it happened, which bot or feature was involved, any visible error message.
6. Confirm in the email that the Support ZIP file has been generated and is available on the VPS.
7. Send the email to support@sb-itm.eu.
8. Response time depends on the nature and severity of the issue and on the applicable support window.
9. While waiting for support feedback, do not move, rename, delete or manually modify any SB-ITM ecosystem files unless instructed to do so.

Bots

Parameters

Generated Files

Documentation

Disclaimer

Info

Contact



CONTACT

Support

SB-ITM Trading Ecosystem

Bastogne, Belgium, Europe

For support, please generate the Support ZIP file first and send it to support@sb-itm.eu.

GENERATE SUPPORT ZIP

OPEN SUPPORT FOLDER



Language

EN



Platinum support and maintenance window



Platinum includes email-based support for the SB-ITM ecosystem, with defined availability boundaries.

Monday to Friday | 05:00-23:00 Paris time | 11:00 PM-5:00 PM New York time

- Support is provided by email, not by 24/7 real-time monitoring.
- Support window is based on Paris time; New York equivalent may vary during daylight saving transition periods.
- Urgent infrastructure incidents are handled according to the selected package scope and provider availability.
- The client remains responsible for IBKR account access, trading mode, parameters and trading decisions.

Please generate the Support ZIP file before contacting support and confirm in your email that it is available on the managed VPS.



Thank You

Get In Touch



Website:

www.sb-itm.eu



YouTube:

www.youtube.com/@SB-ITM



Email:

support@sb-itm.eu



Address:

6600 Bastogne, Belgium

