



# SuperServer Technical Support Form

Servers · Storage · Solutions

For Customer to Complete – Contact Details	
<b>Contact Name</b>	
<b>Company Name</b>	
<b>Telephone Number</b>	
<b>Fax Number</b>	
<b>Company Address</b>	

For Boston to Complete			
<b>Reference Number</b>	SSTS-	<b>Date Closed</b>	
<b>Custodian</b>		<b>Tested Internally</b>	
<b>Receive Date</b>			
<b>Issue Date</b>			
<b>Notes</b>			

System Configuration – Standard Hardware Components			
<b>SuperServer Model</b>		<b>Invoice No.</b>	
<b>Serial Number -</b>		<b>Operating System</b> (Inc. Updates, etc.)	
<b>Installed Memory</b>		<b>Processors</b>	
<b>Module Manufacturer -</b>		<b>S-Spec -</b>	
<b>Chip Numbers -</b>		<b>Speed &amp; FSB -</b>	
<b>Quantity -</b>		<b>Number Installed -</b>	
		<b>Hard Drives</b>	
		<b>Capacity -</b>	
		<b>IDE/SCSI -</b>	
		<b>Serial Number -</b>	

System Configuration – Additional Hardware Components (if applicable)			
<b>RAID Controller</b>		<b>SCSI Controller</b>	
<b>Firmware Revision -</b>		<b>Firmware Revision -</b>	
<b># of Channels -</b>		<b># of Channels -</b>	
<b>Serial Number -</b>		<b>Serial Number -</b>	
<b>Other Hardware</b>		<b>Other Hardware</b>	
<b>Serial Number -</b>		<b>Serial Number -</b>	
		<b>Network Card</b>	
		<b>Firmware Revision -</b>	
		<b># of Ports &amp; Speed -</b>	
		<b>Serial Number -</b>	
		<b>Other Hardware</b>	
		<b>Serial Number -</b>	

Fault Description

Please fax this completed form back to +44 (0) 870 7 515 951 and an engineer will contact you shortly