



Servers · Storage · Solutions

Technical Support Authorisation Form

<i>For Customer to Complete</i>				
Company		Telephone		
Contact			Facsimile	
Address			Email	

<i>For Boston Technical ONLY</i>			
Log #		Engineer	Notes
Log Date		Closed	

<i>For Customer to Complete – System Configuration</i>				
Motherboard				
<i>Manufacturer</i>	<i>Type</i>	<i>Bus Speed</i>	<i>Chipset</i>	<i>BIOS Revision</i>
Processor				
<i>Manufacturer</i>	<i>Type</i>	<i>Speed</i>	<i>Voltage</i>	<i>Version</i>
Video Card				
<i>Manufacturer</i>	<i>Type</i>	<i>RAM</i>	<i>Chipset</i>	<i>BIOS Revision</i>
Memory				
<i>Manufacturer</i>	<i>Single/Double Sided</i>	<i>Capacity</i>	<i>Speed</i>	<i># Chips</i>
O/S				
<i>Manufacturer</i>	<i>Name</i>	<i>Version</i>	<i>Upgrades</i>	
Fault				
<i>When does the fault occur?</i>	<i>Is there an error?</i>	<i>Which item do you suspect to be faulty?</i>		
Actual Error				