

TECHNICAL INFORMATION



To solve the problem efficiently, please fill in this form with as much detailed as possible.

Type of Storage Media

Hard disk – IDE Hard disk – SCSI Tape CD/DVD Floppy
ZIP/JAZ/MO,
Multi disk system (RAID) other:

Make/Model: Size/capacity:
Number of units: May we break the warranty seal/open the unit(s)?

P/N: **S/N:**

With complex systems, like RAID and tape, we need the original controller, drive, software and documentation. Ask us! Is such included?

Is this media is under warranty?

Operating System

DOS Win9x/ME Win2000 Win Xp NT ver.: _____ UNIX,
Mac OS, ver.: ____ Novell, ver.: ____ VMS OS/2 Other,

User Name: _____
Password: _____ Boot unit? Yes No

Describe logical structure: (Give examples of partitions/file systems/volumes/ backup program etc.)

1. _____ 2. _____ 3. _____ 4. _____ 5. _____

Data is encrypted: _____ Password: _____

Give exact name and path important files and directories: (File name and path, file type, file size etc.
This information enables the engineer to make tests.)

Describe the problem/failure: (What are the symptoms? What has happened? How was the problem discovered? Did it happen during transport, during upgrade/installation, while the system was running?)

Failed during upgrade/installation of software Failed during operation Failed when turning on the system

Has something been attempted to solve the problem? If so, what?

Has any software utility been used in an attempt to solve the problem?

No Yes

Contact Person:
Company Name:
Mobile No:
Email Id:

Signature