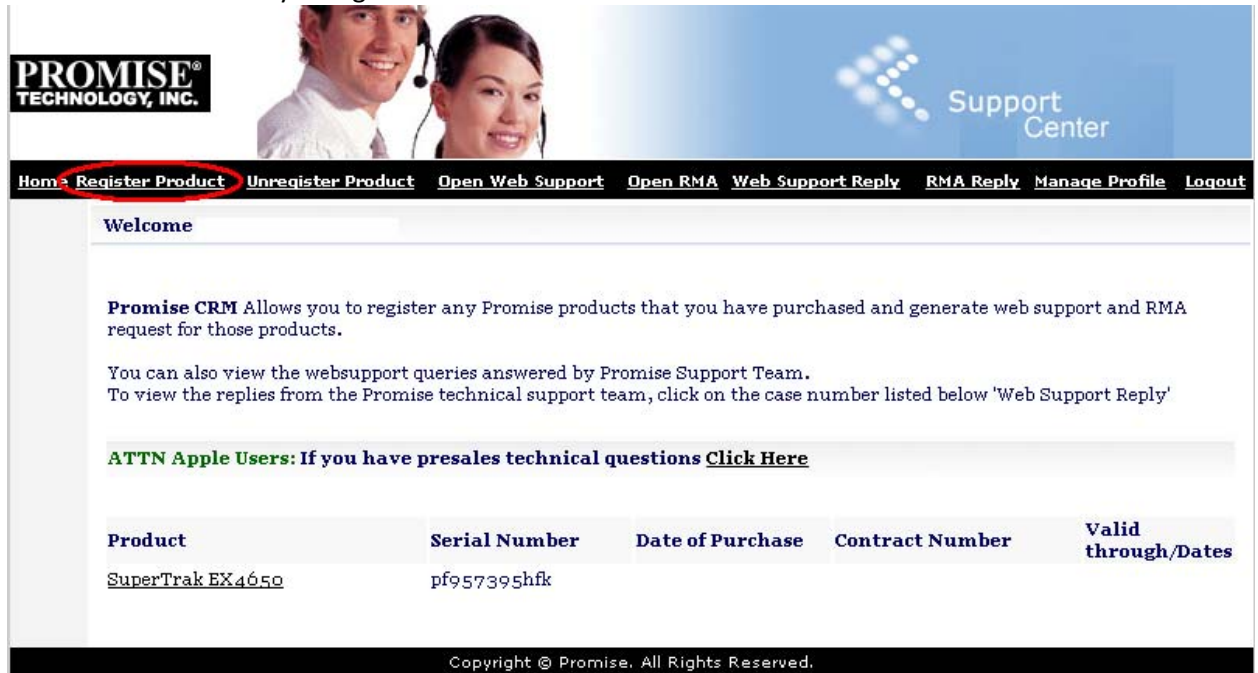*How to obtain an RMA?*

As part of our RMA procedure we require that you register yourself (if not done previously), your product and contact Technical Support before submitting a request for an RMA.

Registering Your Product

1. Login to your Promise Support Account

2. Click on the link that says "Register Product"

3. Select your product from the drop down list

4. After selecting the product, please complete the rest of the form. Providing as much information as you can will allow us to assist you more efficiently.

Register Product

Fields marked * are mandatory
Select the Specific Product or (FRU) Field Replaceable Unit product. Example: BBU, Powersupply, Cables etc...

Product	Vtrak E61of
Product Description	Vtrak E61of Dual Controller Active/Active 4Gbit FC
Quantity	1

Please enter details for system #1

* Serial Number		S/N: L734129 00145	TLA Number

* Please leave the contract field BLANK if you DO NOT have a contract number.

Contract Number	
Date Purchased	Day / Month / Year
Host Name	
Operating System	Select

Service Pack Version OR Kernal / OS Update Version	

Purchased From	

System Manufacturer		Model	
Mother Board		Firmware Version	
Disk Drive	Select	Model Number	
		Firmware Version	

| Reset | Complete Registration | Cancel Registration |