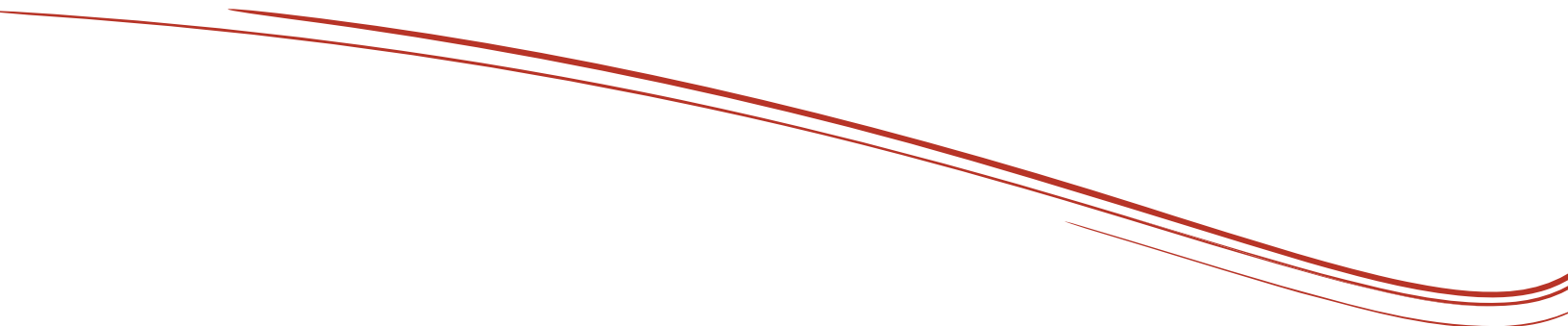




Dell Support Process for
RamSoft-provided Hardware



Dell Support Process for RamSoft-provided Hardware

The following guide has been developed to provide RamSoft Customers with an overview of how to contact Dell and open a Service Request to receive Hardware Support on RamSoft-provided hardware. All Dell Server and Workstation-grade hardware provided by RamSoft comes with a 5-year Dell ProSupport Warranty. You can always use Dell's [Contact Technical Support](#) tool to look up the contact information for the most appropriate Dell Support resource based on your Equipment's Dell Service Tag. Please refer to the [Dell Support Services](#) page for more details on your specific Dell Support Agreement.

Note: It is recommended to also open a RamSoft Support Case when there are hardware-related problems with your equipment to ensure that RamSoft Support remains informed on the status of your hardware, and has a documented record of the incident.

Dell ProSupport Contact Information

Phone: +1-800-945-3355

Web: <http://support.dell.com>

Chat: <http://pilot.search.dell.com/Chat>

I. Open Support Request with Dell

Please use the following procedure to open a Support Request with Dell for Hardware failure/advisement:

Open a Support Request with Dell ProSupport via Phone

1. Place a Phone Call to the following Number:
✓ +1-800-945-3355
2. Follow the prompts to reach the appropriate Department for your device
3. Open a ticket with RamSoft Support to advise them of the server status:
✓ <https://www.ramsoft.com/support/contact-support/open-a-support-case/>

Open a Support Request with Dell ProSupport via Live Chat

1. Navigate to the following URL using your web browser:
✓ <http://pilot.search.dell.com/Chat>
2. Click on Technical Support Chat
3. Enter the Service Tag for the problematic device, and click Submit
4. Click on the, "Chat" link
5. Enter the required details in the Chat Form
6. Click Chat Now
7. Open a ticket with RamSoft Support to advise them of the server status:
✓ <https://www.ramsoft.com/support/contact-support/open-a-support-case/>

II. Download the latest Drivers/Firmware from Dell.com

Please use the following procedure to locate and download the latest drives for your RamSoft-provided hardware:

Access the latest hardware drivers and firmware

1. Navigate to the following URL using your web browser
✓ <http://support.dell.com>
2. Enter the Service Tag for the problematic device, and click Submit
3. Click on, "Drivers & Downloads"
4. Select the appropriate Operating System for your device
5. Download the latest packages from the resulting list