Abertura de RMA

www.sdbm.com.br

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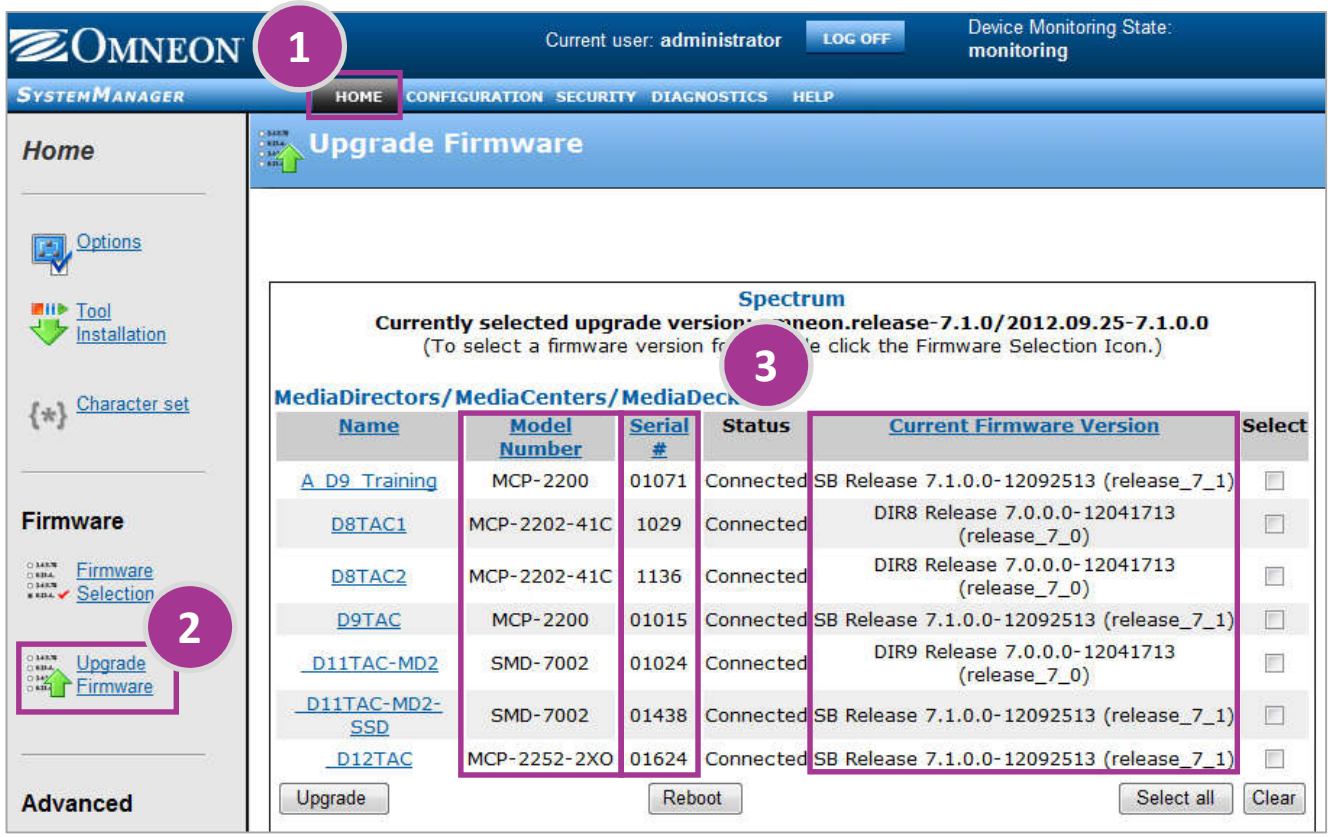
- A abertura dos chamados de RMA são realizadas através do site da SDB Multimidia www.sdbm.com.br
- Acessar a guia ***Service Center*** (1);
- Clicar no botão ***Solicitar Reparo/RMA*** (2);
- Preencher o formulário (3) e enviar (4).

Abertura de RMA

www.sdbm.com.br

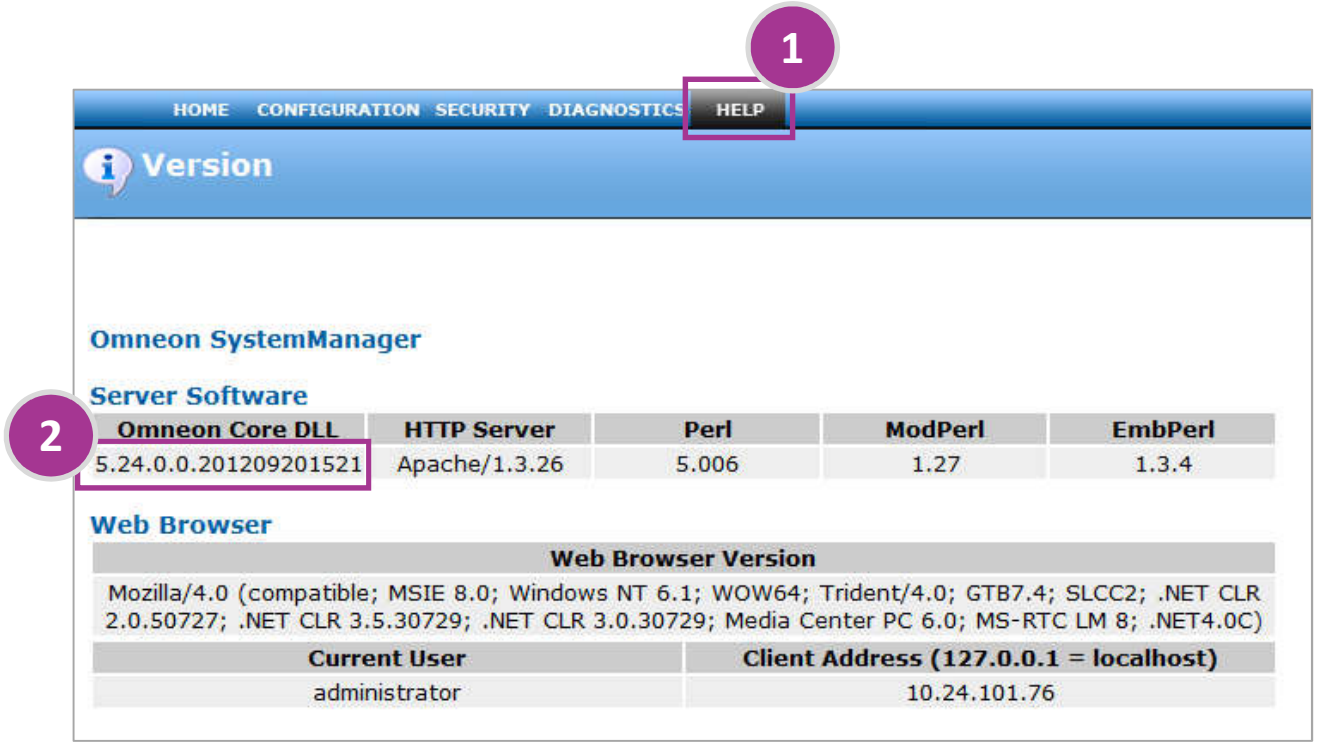
Coletando informações - Firmware

Versão de firmware, modelo e serial number do Spectrum



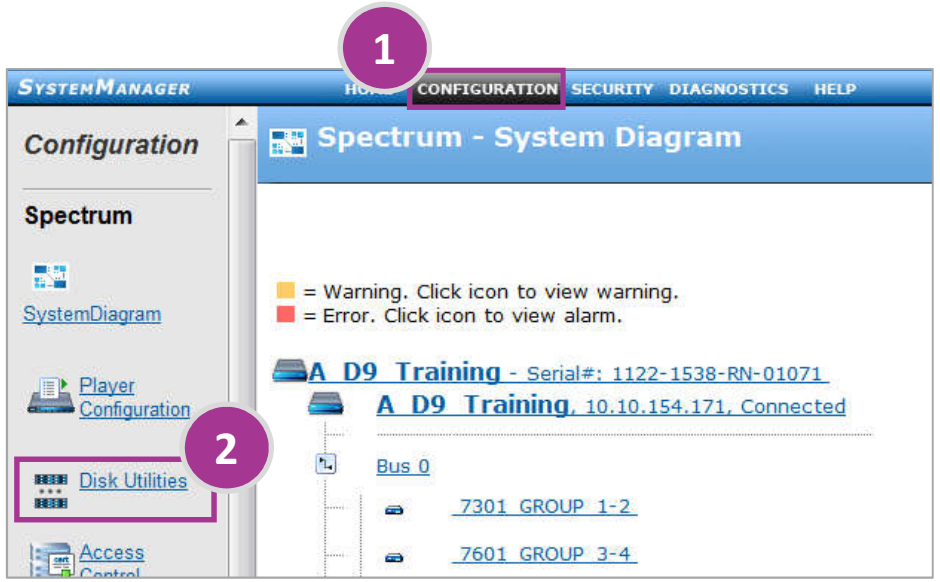
Coletando informações

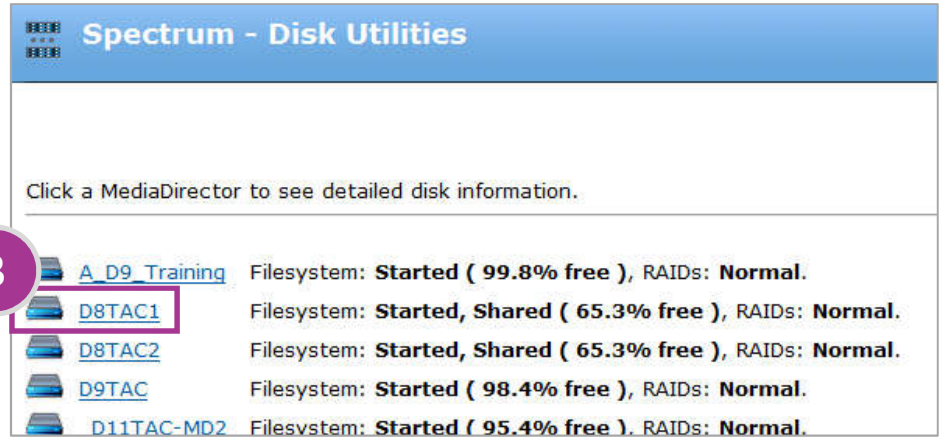
Versão de software do SystemManager



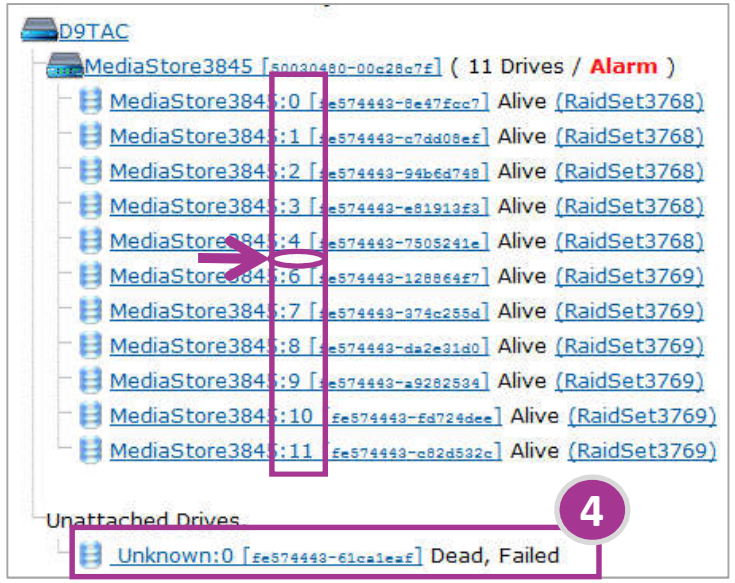
Coletando informações

Acessando propriedades do HDD



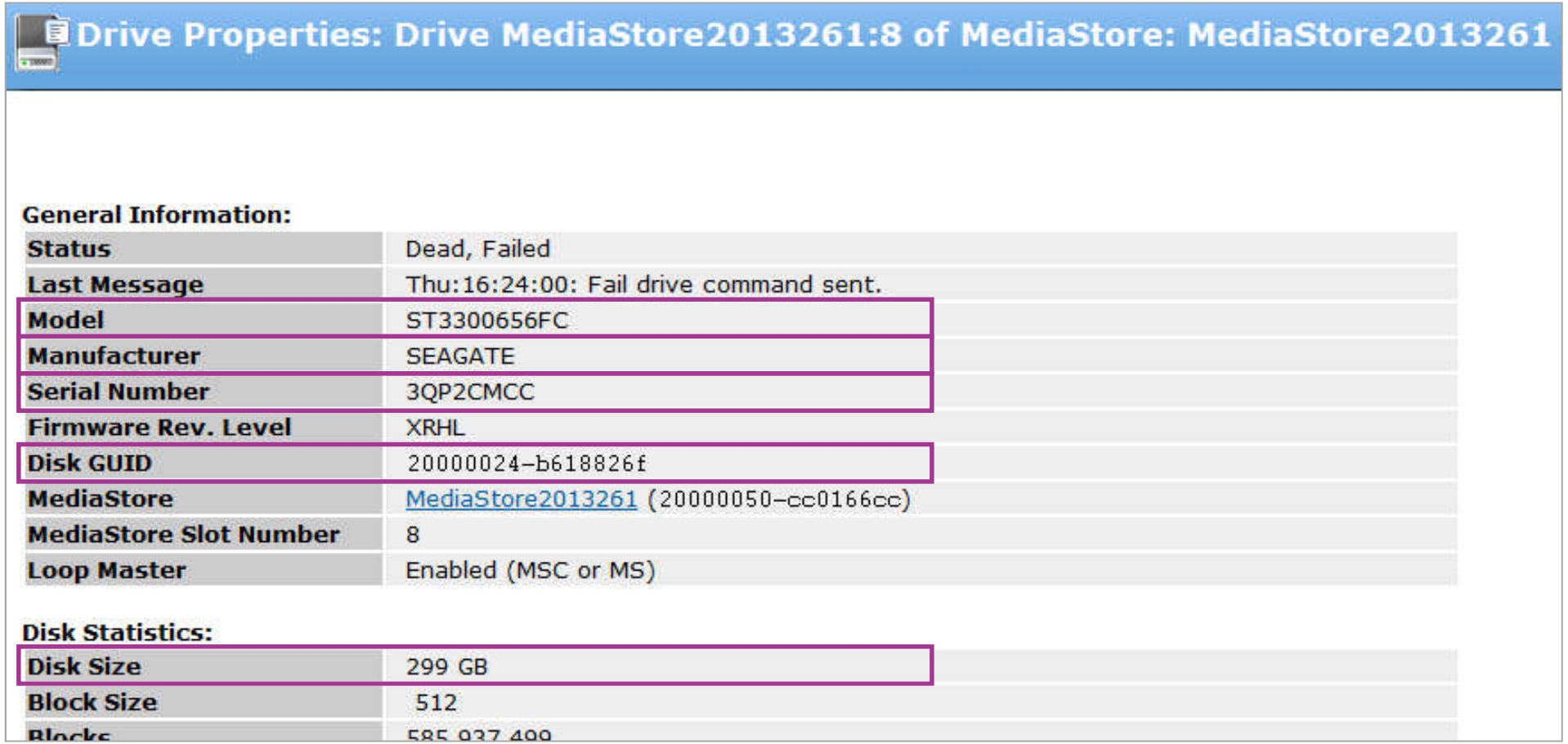


ou



Coletando informações
Propriedades do HDD

5



Drive Properties: Drive MediaStore2013261:8 of MediaStore: MediaStore2013261

General Information:

Status	Dead, Failed
Last Message	Thu:16:24:00: Fail drive command sent.
Model	ST3300656FC
Manufacturer	SEAGATE
Serial Number	3QP2CMCC
Firmware Rev. Level	XRHL
Disk GUID	20000024-b618826f
MediaStore	MediaStore2013261 (20000050-cc0166cc)
MediaStore Slot Number	8
Loop Master	Enabled (MSC or MS)

Disk Statistics:

Disk Size	299 GB
Block Size	512
Blocks	585 937 499