LANCARE FAULT REPORT FORM

Contact Name: _____   Date: _____

Company: _____

Phone: _____   Cell: _____

Email: _____

Shipping Address Details: _____
- Street: _____
- Suburb _____   Area Code: _____
- Province: _____

Reseller: _____

Technical Support Information:
- Product Part Number: _____
- Product Serial Number: _____

Detailed Fault Description: _____
_____
_____
_____
_____

Show Support Output:
1. Connect a console cable from your PC to the switch
2. Open putty, select the serial option and ensure the COM port corresponds with that of your PC's COM port.
3. On the left, click logging followed by "all session output" in the centre of page
4. Browse to where file should be saved
5. Click on "session" followed by "open"
6. Log into switch with your credentials, or with default username admin with no password
7. Run command "show support"
8. Once completed, close session and attach saved output together with this fault report form and email to lancare@duxnet.co.za

_____

DUXBURY
Networking

Duxbury Technical:

Fault tested and confirmed by: _____

RMA No: _____

Faulty product returned to Extreme Networks on: _____

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