[**Asterisk (\*) indicates required fields**](http://dict.cn/big5/Asterisk%20%28%2A%29%20indicates%20required%20fields)

|  |  |  |
| --- | --- | --- |
| **\*Customer - Company** | **Country/Region** | **Issue Date** |
|  |  |  |
| **Customer –Technician Contact Window** | **\*SP Sales Name(Extension Number)** |
| **Name** |  | **Email** |  | **Name** |  | **Ext.** |  |
| **\*S/O Number** | **\*Shipment Date** | **RMA Number** | **RMA Date** |
|  |  |  |  |
| **\*SP Product Information** |
|  | **\*Part Number** | **\*Quantity** | **\*Failure Rate** | **\*Serial Number** |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| **\*Customer Platform – Hardware** |  |  |  |
| **Category** | **PC** | **Motherboard** | **Notebook** | **Server/Workstation** | **Other****\_\_\_\_\_\_\_\_\_\_\_\_** |
| **Brand** |  |  |  |  |  |
| **Model** |  |  |  |  |  |
| **\*Customer Platform - OS** |
| **\*Operating System** | **\*Version** | **\*Service Pack** |
| Wind10 Win8.1 Win7 LinuxOthers\_\_\_\_\_\_\_\_\_\_ | Enterprise Pro HomeOthers\_\_\_ \_\_\_\_\_\_\_ |  |
| **Customer Platform - Test Program & Interface (**if applicable**)** |
| **Program**  |  | **Ver.** |  |
| **\*Return Reasons (Multiple Checks)** |
| **DOA(**Dead on arrival, Never work**)****Was working for** Select One**months, but defect suddenly, cannot work again****It works, but NOT stable**(Please describe detail in the problem description)**It works, but the performance not meet the requirement** (Please describe the requirement and test tool in the problem description)**Compatibility Issue** (Please describe the detail in the problem description)**Show ERROR Message** (Please attached the picture/screenshot of the error message)**Other**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **\*Phenomena (Multiple Checks)** |
| **Memory module can work individually (only install one DRAM module to PC/NB)** (Please provide the “CHIP” pictures for both original and SP memory module) **Memory module can NOT work individually (only install one DRAM module to PC/NB)****Memory module can NOT work with original memory module (install additional DRAM module)****PC/NB cannot boot up after installing SP memory module****PC/NB can boot up after installing, but can NOT detect SP memory module****PC/NB can boot up after installing, but system is always crashing (blue screen)****The SP Memory module can work in other PC/NB, but Not work for the specified PC/NB**  |
| **\*Problem Description** |
| Please describe more detail as much as possible. \* error message/ screenshot\* pictures\* can be reproduced on other platform?\* duplicate procedure**Problem can be reproduced by the exact procedure** (Please describe the procedures in the problem description)**Problem can NOT be reproduced** |
| **\*Customer’s or Sales' Request about this issue** |
|  |