[**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 Linux  Others\_\_\_\_\_\_\_\_\_\_ | | | | | | | | | | Enterprise Pro Home  Others\_\_\_ \_\_\_\_\_\_\_ | | | | | | | |  |
| **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** | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | |