

How to obtain NEC customer support.

support.necam.com

July 2018

Technical Support Contact Information

[SUPPORT.NECAM.COM](https://support.necam.com)

The screenshot shows the NEC Support website. At the top, the NEC logo is followed by the tagline "Orchestrating a brighter world" and "USA". There are links for "Change Country", "Site Map", and "Contact Us" next to a search bar. Below this is a navigation menu with tabs for "Solutions", "Services", "Products", "How To Buy", "Support" (which is highlighted), and "Partners". The main content area has a breadcrumb trail "Home > Support" and a blue header "Support". Below the header are seven product category tiles, each with an image and a title: "Enterprise Software" (woman at computer), "HYDRAsstor Grid Storage" (server rack), "ProgrammableFlow" (server rack), "Optical Networking" (fiber optic cables), "Retail Applications" (hand holding device), "Servers" (server rack), and "Legacy Products" (various devices).

- Access to Drivers and downloads
- Product Registration
- Product Technical Information (Manuals, Warranty Guides & more)
- Start trouble tickets by either EMAIL or WebChat

Technical Support Contact Information

Required Information

1. Serial Number:
(see next page)
1. Contact information
 - Name:
 - Phone:
 - E-mail:
 - Shipping address:
2. Reason for contacting support
(problem, issue, hardware replacement, etc...)

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Common ways to get system serial numbers

HYDRAsstor: Login to the GUI → System → Select the node (serial number is the device ID)

Storage: Login to StorageManager → right click storage in the center pane → properties

ExpressCluster: Login to one of the servers:

Start → Programs → NEC ExpressCluster Server → License Manager → [Refer/Delete]

NEC Servers:

Windows: Open command window with administrator rights and run the following command:

wmic bios get serialnumber

RHEL: Login as root and run the following command.

/usr/sbin/dmidecode -t 1 | grep -e 'Manufacturer' -e 'Product Name' -e 'Serial Number' | cut -f 2

ESXi: vSphere Client and select the host → Configuration → Processors → Service Tag (serial number)

.OR.

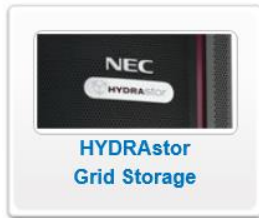
WEB Client under System Information → Service Tag (serial number)

Technical Support Contact Information

Requesting Support

Contact information

- Website: <http://support.necam.com>
- Phone: (877) 632-0064
- Email: support@necam.com
- On Line chat: <http://support.necam.com> <product>/ [» Chat with Support](#)





\Orchestrating a brighter world

NEC brings together and integrates technology and expertise to create the ICT-enabled society of tomorrow.

We collaborate closely with partners and customers around the world, orchestrating each project to ensure all its parts are fine-tuned to local needs.

Every day, our innovative solutions for society contribute to greater safety, security, efficiency and equality, and enable people to live brighter lives.