How to obtain NEC customer support.
Technical Support Contact Information

SUPPORT.NECAM.COM

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

© NEC Enterprise Communication Technologies 2018
Technical Support Contact Information

Common ways to get system serial numbers

**HYDRAstor:** 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](http://support.necam.com)
• Phone:    (877) 632-0064
• Email:    support@necam.com
• On Line chat:  [http://support.necam.com](http://support.necam.com) <product>/
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.