



Onsite Service Renewal Form

This form must accompany all purchase orders to renew the Onsite Service Agreement for a Qualstar tape library. The library, tape drives, and library options such as MEMs, Fibre Channel bridges, iSCSI bridges, and LIAs must be covered by the same service level. The model number and serial number of the library, tape drives and options (where applicable) must be recorded on this form. Use one form for each XLS LRM. Orders will not be accepted without this form.

The serial number for all libraries is located on a sticker on the back of the unit. This sticker lists the model number and serial number of the library.

Here are the steps required to obtain the model numbers and serial numbers of the tape drives and options:

TLS and RLS tape drives

From the LCD of the library: Press the Menu key. Select Configuration. Select Drive. A listing of drives will be presented on the screen.

Press the Enter key on the first drive. Copy down the Model (MDL) and Serial Number. Press the Exit key. Press the Down Arrow key to scroll down to the second drive and press the Enter key. Copy down the Model (MDL) and Serial Number. Press the Exit key. Repeat these steps for all of the drives installed in the library. For units with more than three tape drives press the Down arrow to scroll down to the additional tape drives.

From Q-Link: Log into Q-Link. Select Configuration. Select Drive. Copy down the Model and Serial Number of Drive 1. Select the drop down arrow for the tape drives and select Drive 2. Copy down the Model and Serial Number. Repeat these steps for all of the drives installed in the library.

TLS and RLS Fibre Channel and iSCSI bridges

For Fibre Channel modules connected to the back of TLS libraries and mounted inside RLS libraries, go to the library and press the Menu key. Select Maintenance. Select Fibre Channel. Select Info. Scroll down to S/N:. Copy down the serial number. Scroll down to Prod. ID: Copy down the Model number.

A sticker displaying the model number and serial number is located on the bottom of standalone TLS and RLS Fibre Channel and iSCSI Options.

XLS tape drives

Log into X-Link. Select Tape Drives. A listing of the tape drives is displayed. Copy down the model number and serial number for each tape drive.

XLS Memory Expansion Module (MEM)

A sticker displaying the model and serial number can be found on the rear, lower, left side of the unit.

XLS Fibre Channel and SCSI Library Interface Adapters (LIAs)

These modules do not contain serial numbers. Please provide a count of the number and type installed in the XLS Power PC Bay.

Contact Qualstar Technical Support, 877-444-1744 or support@qualstar.com for assistance if you have problems obtaining this information.



Location Information:

**This is the address that parts and Technicians will be sent to. Do not use corporate or purchasing addresses.

Company Name:

Address:

Number and Street Bldg/Suite/Room/Department

City State Zip/Postal Code

Country Phone Number

**The contacts listed below should be the persons that use the library and are responsible for contacting Qualstar for service requests. Do not list purchasing agents.

Primary Contact:

Name Title

Desk Phone Cell Phone

Email address

Additional Contact:

Name Title

Desk Phone Cell Phone

Email address

Desired Start Date:

Library Model: **Library S/N:**

XLS MEM Model: **XLS MEM S/N:**

XLS MEM Model: **XLS MEM S/N:**

	Drive Model Installed	Serial Number
Drive 1	<input type="text"/>	<input type="text"/>
Drive 2	<input type="text"/>	<input type="text"/>
Drive 3	<input type="text"/>	<input type="text"/>
Drive 4	<input type="text"/>	<input type="text"/>
Drive 5	<input type="text"/>	<input type="text"/>
Drive 6	<input type="text"/>	<input type="text"/>
Drive 7	<input type="text"/>	<input type="text"/>
Drive 8	<input type="text"/>	<input type="text"/>
Drive 9	<input type="text"/>	<input type="text"/>



	Drive Model Installed	Serial Number
Drive 10		
Drive 11		
Drive 12		
Drive 13		
Drive 14		
Drive 15		
Drive 16		
Drive 17		
Drive 18		
Drive 19		
Drive 20		

TLS and RLS Libraries

Single Channel FCO Dual Channel FCO iSCSI Bridge

Number Installed

FCO-1 S/N

FCO-2 S/N

XLS Libraries

FC Library Interface Adapter

SCSI Library Interface Adapter

Number Installed

Form Filled by:

Date:

Phone #:

E-Mail:

Print additional sheets if necessary.

Save a copy of the completed form for your records before closing