

Abertura de RMA

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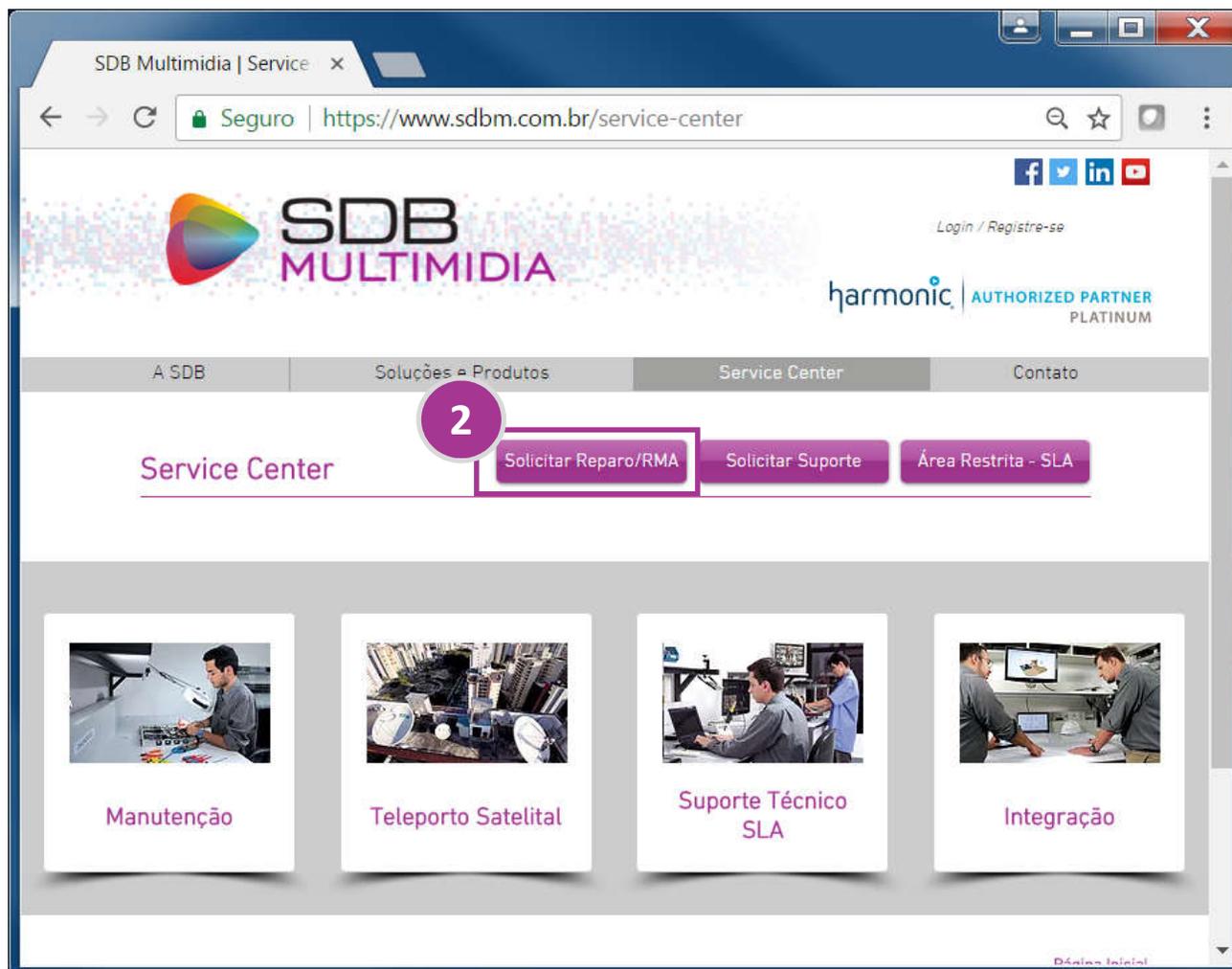


- ▶ A abertura dos chamados de RMA são realizadas através do site da SDB Multimidia www.sdbm.com.br
- ▶ Acessar a guia **Service Center** (1);
- ▶ Clicar no botão **Solicitar Reparo/RMA** (2);
- ▶ Preencher o formulário (3) e enviar (4).



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Solicitar Reparo

Preencha o formulário abaixo para solicitar seu reparo.
Você também pode entrar em contato através do telefone (12) 3923-9208.

Solicitar Reparo - SDB Multimídia

reparo@sdbm.com.br

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*Nome:

*E-mail:

Cidade:

*Telefone:

- *Equipamento - *Modelo

Part number Serial number

HDD ou MIP - Apenas contratos de RMA/SLA Harmonic e/ou SDB Multimídia:

Modelo Part number

Serial number Versão de firmware do MediaDirect

Descrição da falha

HARRIS BLUE

Digite o texto

Enviar

4

Free website tools

Coletando informações - Firmware

Versão de firmware, modelo e serial number do Spectrum



OMNEON SYSTEMMANAGER

Current user: administrator LOG OFF Device Monitoring State: monitoring

HOME CONFIGURATION SECURITY DIAGNOSTICS HELP

Upgrade Firmware

Currently selected upgrade version: omneon.release-7.1.0/2012.09.25-7.1.0.0
(To select a firmware version from the list, click the Firmware Selection Icon.)

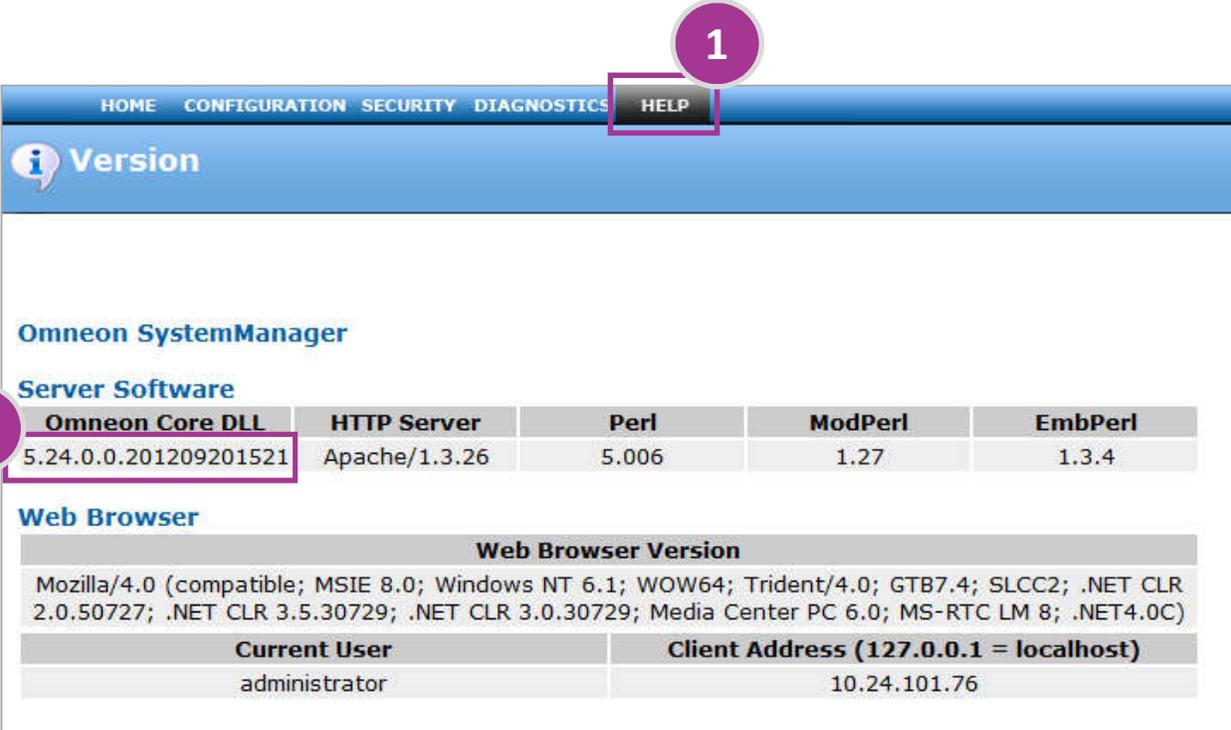
MediaDirectors/MediaCenters/MediaDeck

Name	Model Number	Serial #	Status	Current Firmware Version	Select
A_D9_Training	MCP-2200	01071	Connected	SB Release 7.1.0.0-12092513 (release_7_1)	<input type="checkbox"/>
D8TAC1	MCP-2202-41C	1029	Connected	DIR8 Release 7.0.0.0-12041713 (release_7_0)	<input type="checkbox"/>
D8TAC2	MCP-2202-41C	1136	Connected	DIR8 Release 7.0.0.0-12041713 (release_7_0)	<input type="checkbox"/>
D9TAC	MCP-2200	01015	Connected	SB Release 7.1.0.0-12092513 (release_7_1)	<input type="checkbox"/>
D11TAC-MD2	SMD-7002	01024	Connected	DIR9 Release 7.0.0.0-12041713 (release_7_0)	<input type="checkbox"/>
D11TAC-MD2-SSD	SMD-7002	01438	Connected	SB Release 7.1.0.0-12092513 (release_7_1)	<input type="checkbox"/>
D12TAC	MCP-2252-2XO	01624	Connected	SB Release 7.1.0.0-12092513 (release_7_1)	<input type="checkbox"/>

Upgrade Reboot Select all Clear

Coletando informações

Versão de software do SystemManager



HOME CONFIGURATION SECURITY DIAGNOSTICS **HELP**

Version

Omneon SystemManager

Server Software

Omneon Core DLL	HTTP Server	Perl	ModPerl	EmbPerl
5.24.0.0.201209201521	Apache/1.3.26	5.006	1.27	1.3.4

Web Browser

Web Browser Version	
Mozilla/4.0 (compatible; MSIE 8.0; Windows NT 6.1; WOW64; Trident/4.0; GTB7.4; SLCC2; .NET CLR 2.0.50727; .NET CLR 3.5.30729; .NET CLR 3.0.30729; Media Center PC 6.0; MS-RTC LM 8; .NET4.0C)	
Current User	Client Address (127.0.0.1 = localhost)
administrator	10.24.101.76

Coletando informações

Acessando propriedades do HDD

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SYSTEM MANAGER
HOME CONFIGURATION SECURITY DIAGNOSTICS HELP

Configuration

Spectrum - System Diagram

Legend:
■ = Warning. Click icon to view warning.
■ = Error. Click icon to view alarm.

A D9 Training - Serial#: 1122-1538-RN-01071
 A D9 Training, 10.10.154.171, Connected

Bus 0

- 7301 GROUP 1-2
- 7601 GROUP 3-4

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Spectrum - Disk Utilities

Click a MediaDirector to see detailed disk information.

A_D9_Training	Filesystem: Started (99.8% free) , RAID: Normal .
D8TAC1	Filesystem: Started, Shared (65.3% free) , RAID: Normal .
D8TAC2	Filesystem: Started, Shared (65.3% free) , RAID: Normal .
D9TAC	Filesystem: Started (98.4% free) , RAID: Normal .
D11TAC-MD2	Filesystem: Started (95.4% free) , RAID: Normal .

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MediaStore2013261 [20000050-ce0166cc] (16 Drives / OK)

- MediaStore2013261:1 [20000024-b6188ef6] Alive (RaidSet1628)
- MediaStore2013261:2 [20000024-b6188302] Alive, Hot Spare (RaidSet1628)
- MediaStore2013261:3 [20000024-b6188f16] Alive (RaidSet1628)
- MediaStore2013261:4 [20000024-b6188538] Alive (RaidSet1628)
- MediaStore2013261:5 [20000024-b61882f1] Alive (RaidSet1628)
- MediaStore2013261:6 [20000024-b6188cbd] Alive (RaidSet1628)
- MediaStore2013261:7 [20000024-b61882dc] Alive (RaidSet1628)
- MediaStore2013261:8 [20000024-b618826f] Dead, Failed**
- MediaStore2013261:9 [20000024-b61903f5] Alive (RaidSet1630)
- MediaStore2013261:10 [20000024-b6188711] Alive (RaidSet1630)
- MediaStore2013261:11 [20000024-b61885d4] Alive (RaidSet1630)
- MediaStore2013261:12 [20000024-b617cdd0] Alive (RaidSet1630)
- MediaStore2013261:13 [20000024-b6190387] Alive (RaidSet1630)
- MediaStore2013261:14 [20000024-b6188946] Alive (RaidSet1630)
- MediaStore2013261:15 [20000024-b6188542] Alive (RaidSet1630)
- MediaStore2013261:16 [20000024-b61884ce] Alive, Hot Spare (RaidSet1630)

ou

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D9TAC

MediaStore3845 [50020480-00e28e7f] (11 Drives / Alarm)

- MediaStore3845:0 [e574443-8e47fcc7] Alive (RaidSet3768)
- MediaStore3845:1 [e574443-c7d409ef] Alive (RaidSet3768)
- MediaStore3845:2 [e574443-94b6d748] Alive (RaidSet3768)
- MediaStore3845:3 [e574443-e81913f3] Alive (RaidSet3768)
- MediaStore3845:4 [e574443-7505241e] Alive (RaidSet3768)
- MediaStore3845:6 [e574443-128864f7] Alive (RaidSet3769)
- MediaStore3845:7 [e574443-374c255d] Alive (RaidSet3769)
- MediaStore3845:8 [e574443-da2e31d0] Alive (RaidSet3769)
- MediaStore3845:9 [e574443-a928253a] Alive (RaidSet3769)
- MediaStore3845:10 [e574443-fd724dee] Alive (RaidSet3769)
- MediaStore3845:11 [e574443-c82d532c] Alive (RaidSet3769)

Unattached Drives

- Unknown:0 [e574443-61ca1eaf] Dead, Failed**

Coletando informações

Propriedades do HDD

Drive Properties: Drive MediaStore2013261:8 of MediaStore: MediaStore2013261

General Information:

Status	Dead, Failed
Last Message	Thu:16:24:00: Fail drive command sent.
Model	ST3300656FC
Manufacturer	SEAGATE
Serial Number	3QP2CMCC
Firmware Rev. Level	XRHL
Disk GUID	20000024-b618826f
MediaStore	MediaStore2013261 (20000050-cc0166cc)
MediaStore Slot Number	8
Loop Master	Enabled (MSC or MS)

Disk Statistics:

Disk Size	299 GB
Block Size	512
Blocks	585 037 400

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