



Customer Support Technical Assistance

Create a Support Case	
Support Portal	http://silver-peak.com/support/portal_login.asp
Email	support@silver-peak.com
Phone	USA/CAN: +1 877 210 7325 (Toll free) Australia: 1 800 859 651 France: 0800-913757 Hong Kong: 800-901193 India: 000-800-9190024 United Kingdom: 0-8000969372 Global: +1 408 935 1850
Define the Priority	
P1	Network or system is down, causing a total loss of service
P2	Network or system is compromised, but issues are not causing total loss of service
P3	Degraded performance requires assistance with tuning or system configuration
P4	Information request or documentation issue
Create a Self-Service RMA	
Step 1	Login to the Silver Peak Support Portal: http://silver-peak.com/support/portal_login.asp
Step 2	Open a self-service RMA
Step 3	Enter the requested information to process the RMA. Use the serial number of the appliance to generate RMAs for all parts

Company Address	Phone & Fax	Online
Silver Peak Systems, Inc 2860 De La Cruz Blvd. Santa Clara, CA 95050	Phone: +1 888 598 7325 Local: +1 408 935 1800	Email: info@silver-peak.com Website: www.silver-peak.com
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