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Storage Media Support Questionnaire

If you encounter a problem while using a Fujifilm data cartridge, please assist with our analysis by providing the following information for our technical team (use tab to move between fields):

Business Name:

Shipping Address:

Contact Name:

Contact Email:

Product Type:

Quantity involved:

1. Date problem occurred:
2. Describe problem experienced:

3. List serial numbers of the affected tapes (inkjet numbers on the bottom of the cartridge):

4. Does each cartridge fail in the same manner?:
5. Is there an error message? If so, provide error message:
6. Does the same error occur in different drives?:
7. Do other tapes work in the same drive where the problem was experienced?:
8. Did the tape(s) fail on the first use or after several uses?:
9. Specify drive model, firmware version and library model in use:

10. Specify backup software, including version number in use:
11. What is the operating system?:
12. Approximately how many other cartridges do you have in use?:
13. Do you require failure analysis of the cartridge(s):
14. If failure analysis is required, can destructive testing be performed (data will be erased)?:

15. Any other comments which may assist: