Sun Cobalt™ Control Station

Contacting Sun Microsystems, Inc.



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Customer Service and Technical Support

For Sun Cobalt™ product information, visit the Sun Cobalt section of the Sun™ Web site at http://www.sun.com/service/suncobalt. On this site, customers can query the Sun Cobalt Knowledge Base, participate in the Sun Cobalt Support Forums moderated by Sun or submit a service request to Sun.

Knowledge Base

You can query the Sun's online database of common installation and configuration problems and solutions.

Go to the URL http://www.sun.com/service/suncobalt and click on the link in section Step 1.

Support forums

You can use the Sun Cobalt discussion forums to find answers, post problems, and read responses to posted problems. Sun Cobalt discussion forums are moderated by Sun Support.

Go to the URL http://www.sun.com/service/suncobalt and click on the link in section Step 2.

Service request

If you cannot find a solution through the Knowledge Base or the support forums, you can submit a service request and may receive help from a Sun support engineer.

Go to the URL http://www.sun.com/service/suncobalt. In section Step 3, choose the geographical region in which you are located and click on that link.

Telephone numbers

In the United States, call (800) 526-0484.

In Europe, Middle East and Africa, call +31 (71) 565-7070 (The Netherlands).

Before contacting Technical Support



Note: To receive Technical Support, you must first register your Sun Cobalt product.

First, make an effort to resolve the problem on your own. Take note of all actions you perform and any error messages so that, if necessary, you can describe them to a member of the Technical Support team.

Refer to the user manual and to the Web-based resources, such as the Knowledge Base, the support forums and the Solutions Directory (see "Further resources and information" on page 3).

To speed up your support call

When contacting Technical Support, the more information you can provide, the better. Before you call or email, have the following information ready.

- the serial number, located on the back panel, or the MAC address of the primary network interface of your Sun Cobalt Control Station (on the Server Desktop UI, select **Station Settings > System > TCP/IP**)
- any additional software installed on your system
- any peripherals connected to your system
- any error messages you have received and the time when they occurred
- the process you were running or the changes you had made when the error occurred
- the steps you have taken to resolve the problem

Further resources and information

Sun Microsystems also offers the following additional resources and information.

Product demonstrations

To view a demonstration of the Sun Cobalt server appliances, visit the Product Demos site at http://demo.cobalt.com/.

Solutions

For business-case information concerning Sun Cobalt products or for solutions that extend the functionality of our products, visit the Online Solutions Directory at http://developer.cobalt.com/sol/.

Sun Cobalt Developer Network

Sun Microsystems provides a wide range of resources, such as technical notes and white papers, for developers of Linux applications for the Sun Cobalt platforms. Premium resources are also available.

To register with the Sun Cobalt Developer Network at no cost, visit the Developer Network site at http://developer.cobalt.com/.

Support forums

Users can share information through a number of support forums. To view the current list of Sun Cobalt support forums, go to the URL http://www.sun.com/service/suncobalt and click on the link in section Step 2. In the new window, the names of the support forums show up as hypertext links.

To subscribe to or unsubscribe from a support forum, or to view previous postings to a group, click on the group name. A new browser window opens, displaying information about the support forum.

New support forums are added periodically. The current forums include:

- an announcement list concerning Sun Cobalt products
- an information list for developers working on Sun Cobalt products
- a user list for sharing information between users of Sun Cobalt products
- a security list for users to address network security issues on Sun Cobalt products

Education

For those who desire a premium level of technical expertise with Sun Cobalt products, Sun offers a number of training courses. The intended audiences includes end users, Sun Cobalt resellers, system and network administrators, systems engineers, product developers, support technicians, consultants and trainers.

You can access the Training Solutions site at http://suned.sun.com/HQ/cobalt/.