

# Register for **Support Connect**

Hitachi Data System's new solution for online support and service

## What can I find on Support Connect?

- Personalized Dashboard
- Service Requests
- Technical Bulletins
- Downloads and Documentation
- Product and Site information
- Federated Search

## What's new?

- New systems
- Latest technology
- More features
- Easier to use
- Mobile friendly

## What will I need to register?

You need 2 things to register:

1. Your company email address
2. Serial number of an HDS product

## How do I register?

Register in 4 easy steps:

1. Go to <https://support.hds.com>. Click 'Register Here.'
2. Follow the prompts to enter your information.
3. Check your email; click the activation link.
4. Enter your password to access and explore Support Connect.

## How about a sneak peek?

The screenshot shows the Hitachi Support Connect dashboard. At the top, there's a navigation bar with the Hitachi logo and 'Inspire the Next' tagline. Below the navigation bar, there's a search bar and a 'Welcome Beta!' message. The main content area is divided into several sections:

- Recent Technical Bulletins:** Lists several bulletins, including 'Brocade 48K with FR4-181 may fail firmware upgrade' and 'HCP: Replication fails between 7.1.0 and older 7.0.x releases, which may lead to system instability'.
- My Upcoming Courses:** A section for users to enroll in courses, with a 'Learning Center' button.
- Hi-Track Status:** A section showing the status of various systems, including 'Hitachi Data Systems, Inc. (Hitachi EBC Group I/O)' and 'Hitachi Data Systems Australia Pty Ltd (Hitachi Data Systems Australia Pty Ltd)'.
- My Active Service Requests:** A section showing active service requests, including 'Testing KB link', 'Test BR for Support Connect: Please ignore', and 'Testing Only - ignore - Alvin 06072015'.