Gmail

Dyson De Soto Videography <dysondesoto7@gmail.com>

Case: 01923218 ThunderBay

3 messages

OWC Support Team <support@owc.com> Fri, Jul 7, 2023 at 3:51 PM
To: "dysondesoto7@gmail.com" <dysondesoto7@gmail.com>

Dear Dyson Desoto,

Thank you for contacting OWC, It has been a pleasure speaking with you! As requested, can you please provide me with the SoftRAID report. To do this, launch SoftRAID, on the taskbar at the top click on "Utilities" and then select Generate Report For Tech Support. From there, it will ask for your name and email and then save the file to your desktop.

Sincerely,

Joshua I.
Technical Experience

OWC
8 Galaxy Way
Woodstock, IL 60098
Please note that due to circumstances related to the global COVID-19 situation, email reply times may be delayed beyond our usual response times. We appreciate your patience and understanding during these events.

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Case: 01923218
ref:_00D41fv8t._5006S2FXOiJ:ref

Dyson De Soto Videography <dysondesoto7@gmail.com> Fri, Jul 7, 2023 at 3:51 PM
To: OWC Support Team <support@owc.com>

[Quoted text hidden]

Dyson De Soto 2023-07-07 22.49.26.sr_supt
2099K

OWC Support Team <support@owc.com> Mon, Jul 10, 2023 at 10:00 AM
To: "dysondesoto7@gmail.com" <dysondesoto7@gmail.com>

Dear Dyson Desoto,

Thank you for contacting OWC, It has been a pleasure speaking with you! As requested, I have looked into getting your SoftRAID key. Please add a copy of SoftRAID XT to your cart from our software store here: https://software.owc.com/product/softraid-7-xt/
Use the below coupon code to adjust the price to $0, and then check out:
UBDU29WK

At the end of checkout, you should see your new SoftRAId 7 key. starting with SR7XT-xxxxx-xxxxx-xxxxx. Once you receive your SoftRAID key, you can launch SoftRAID, select "SoftRAID" from the top menu bar, then select "Enter Serial Number"

Let me know when you have that entered so that we can update the warranty info on that key.

Sincerely,

Joshua I.
Technical Experience

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Case: 01923218
ref:_00D41fv8t._5006S2FXOiJ:ref

---------- Original Message ----------
From: Dyson De Soto Videography [dysondesoto7@gmail.com]
Sent: 7/7/2023 5:51 PM
To: support@owc.com
Subject: Re: Case: 01923218 ThunderBay

On Fri, Jul 7, 2023 at 3:51?PM OWC Support Team <support@owc.com> wrote:

> Dear Dyson Desoto,
>
> Thank you for contacting OWC, It has been a pleasure speaking with you! As requested, can you please provide me with the SoftRAID report. To do this, launch SoftRAID, on the taskbar at the top click on "Utilities" and then select Generate Report For Tech Support. From there, it will ask for your name and email and then save the file to your desktop.
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> Sincerely,
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> Joshua I.
> Technical Experience
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> OWC
> 8 Galaxy Way
> Woodstock, IL 60098
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> ref:_00D41fv8t._5006S2FXOiJ:ref