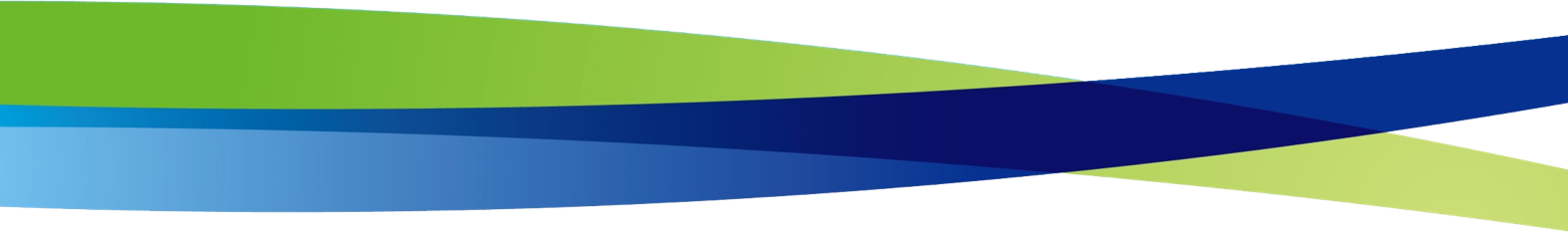


HCI

Troubleshoot Report



# File Information

|  |  |  |  |
| --- | --- | --- | --- |
| Category | Troubleshoot Report | Version No. | V1.0 |
| Date |  | Author |  |

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Sangfor Technologies Inc.

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Chapter 1 Overview

* 1. Contact

|  |  |  |  |
| --- | --- | --- | --- |
| Company Name |  | | |
| Contact |  | Phone Number |  |
| Sangfor Engineer |  | Phone Number |  |
| Date | {{data.date}} | | |

* 1. Marks and Connotations

Marks used in this report and the corresponding connotations are as follows:

|  |  |  |
| --- | --- | --- |
| No. | Mark | Connotations |
| 1 |  | Passed: The underlying items passed the current check. |
| 2 |  | Fault: Issues occurred. |
| 3 |  | Alarm: Potential threats with a relatively low significance. |
| 4 |  | Info: Non-alarm item, prompt message. |
| 5 |  | Data is unavailable. |

Chapter 2 Inspection results

* 1. Items

|  |  |  |
| --- | --- | --- |
| No. | Item | Result |
| {%tr if check\_items%} | | |
| {%tr for item in check\_items%} | | |
| {{item.num}} | {{item.check\_item}} | {{item.icon}} {{item.result}} |
| {%tr endfor%} | | |
| {%tr endif%} | | |

* 1. **Fault and Info item Results**

|  |  |
| --- | --- |
| Question | {{data.question\_name}} |
| {%tr if total%} | |
| {%tr for item in total%} | |
| Item | {{item.check\_item}} |
| Level | {{item.icon}} {{item.result}} |
| Reason  and  suggestion | {{r item.reason }}  {{r item.suggestion }} |
| {%tr endfor%} | |
| {%tr endif%} | |

* 1. **Appendix**

|  |  |
| --- | --- |
| Troubleshooting items | File address |
| {%tr if add\_files%} | |
| {%tr for item in add\_files%} | |
| {{item.check\_item}} | {{r item.link}} |
| {%tr endfor%} | |
| {%tr endif%} | |

Chapter 3 Contact Us

|  |  |
| --- | --- |
| Technical Support Email: | tech.support@sangfor.com |
| Technical Support Hotline: | International Service Centre: +60 12711 7129 (7511)  Malaysia: 1700 81 7071  Hong Kong: +852 81257201  Singapore: +65 3152 9370  Other Regions: +60-12-7117511 (7129) |
| Technical Support Community: | http://community.sangfor.com |
| Official Website: | <http://www.sangfor.com> |