



# #38 Issues with RAID Controller Device Connectivity

Submitted		Received via	Requester		
May 11, 2025 at 13:49		Web Form	Customer <example@zendesk.com>		
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Incident	Low	Support	Aleeza Tabassum

Topic

Order

**Aleeza Tabassum** May 11, 2025 at 13:49

Received a customer inquiry via Slack regarding RAID Controller Device connectivity issues

**Aleeza Tabassum** May 11, 2025 at 13:55

Subject: RAID Controller Device Connectivity Issue Resolution

Dear Customer,

Thank you for reaching out to us about the issues with your RAID Controller Device connectivity. We're here to assist.

Troubleshooting Steps  
To address the issue:

1. Verify physical connections and cables.
2. Check device drivers and firmware for updates.
3. Run diagnostic tests on the RAID controller.

Support Options  
If the issue persists:

1. Schedule a call with our technical support team.
2. Provide detailed logs and error messages for further analysis.

Next Steps  
We'll work together to:

1. Identify the root cause.
2. Implement a solution.

Ticket Details  
Your support ticket INC025469 has been created. Our team will follow up promptly.

Thank you for contacting us. We're committed to resolving your RAID controller issue.

Best regards,

Aleeza Tabassum  
Roco IT Support Team