Adrianna_GWER1670 joined the incident.

Adrianna_GWER1670 says:
Thank you for contacting technical support. My name and badge number are Adrianna_GWER1670. Please hold while I review your issue.
Adrianna_GWER1670 says:
Hello Dean.
Dean Bower says:
I was just online with Alan
Dean Bower says:
And got disconnected due to install of Vista updates.
Adrianna_GWER1670 says:
I will be happy to help you, however please provide your correct serial number, it should be in Alpha Numeric format and 13 digits long, starting with a letter.
Dean Bower says:
RH1015085R8050153 is what is on the lable on the bottom of this laptop. It is a model M-6752. There does not seem to be any 13-character data on this laptop.
Adrianna_GWER1670 says:
It seems that the system is not registered, please provide the purchase date and location, complete address, phone number and email address you want the system be registered to.
Dean Bower says:
Excuse my confusion. If Gateway sehends a computer with a label that says the Serial Number is RH1015085R8
Dean Bower says:
050153 and cannot find it in the GATEWAY system, there is something wrong
Adrianna_GWER1670 says:
It should be a 13-digit serial number.
Dean Bower says:
Adianna, I have given all of this information before. Serial Number, Model Number, Where Purchased, Date of Purchase. We can do one of two things. I scan the bottom of this laptop and email that to you or just please escalate this case to someone who can get my problem solved.
Adrianna_GWER1670 says:
I have read your issue from the submission form and it seems that you want to order a restore disk for your system. Is it correct?
Dean Bower says:
Not Quite. This system arrived in a box with a logo saying "Gateway certified refurbished notebook.
Dean Bower says:
The disk in the box does not restore this system to the same as what came out of the box. So what I need is the correct disk. I should not need to order one. Gateway should be supplying me with the correct disk.
Adrianna_GWER1670 says:
Yes the one that came in your system is only the operating system disc.
Adrianna_GWER1670 says:
I will be escalating this issue to our escalation team and they will contact you as soon as I submit the form.
Adrianna_GWER1670 says:
Can I have your email and phone number?
Dean Bower says:
Email GoGodGo@hotmail.com

Dean Bower says:
Phone number (I deleted the phone number for this online version)