Technical Support Request

We regret that the installation of our software did not perform to your satisfaction. By providing the following information, you may enable us to determine the cause for your difficulty.

Much of the requested information can be found by consulting the Device Manager found in the System icon of the Control Panel. To print the Device Manager settings, do the following:
• Click the Start button, choose Settings and select Control Panel.
• Double-click the System icon.
• Click the Device Manager tab.
• Click the Print button.
• Select 'All devices and system summary.'
• Remove any checkmark from 'Print to file.'
    • Click OK.

If you are unable to answer certain questions after consulting your computer manual, just leave the corresponding space blank.

Customer Information
Name: _____
Street: _____
City: _____
State/Province: _____
Zip/Postal Code: _____
Country: _____
Daytime Phone: _____
Fax: _____
E-mail Address: _____

Product Information
Product Name: _____
Version: _____

Hardware Information
Processor and speed (e.g., Pentium 133): _____
Video Board Manufacturer and Model: _____
Video driver version: _____
Color Mode (e.g., Hi Color -16 bit): _____
Screen Resolution (e.g., 640x480): _____

Operating System Information

(E.g., Windows 95, WinNT 4.0): _____

Configuration Information
It may be necessary for us to review your configuration files: AUTOEXEC.BAT, CONFIG.SYS, WINDOWS\SYSTEM.INI, WINDOWS\WIN.INI. Please also include a printout of the Device Manager. You may wish to print these files before calling, or submit them with this form.

Incident Report
Please describe the circumstances of the incident that occurred to the best of your ability. Indicate whether you can reproduce the incident at will and, if so, explain how to reproduce the incident.

Which .EXE or .DLL is affected? _____
Date of the .EXE or .DLL file: _____
Note the message you encountered:

_____
What was your last action before the incident occurred?

_____
_____
_____
_____
_____
How did you circumvent the problem?

_____
_____
_____
_____
_____
_____

Where to send this Form
Fax: +49-6074-913-101

Electronic Mail: support_us@studioline.net

Postal Mail: H&M System Software GmbH
                        Senefelderstr. 16
                        63322 Rödermark
                        Germany