

**Core System Internet-Connect (TM) Version 2  
Problem Report Template**

Please email to [lvuong@cais.com](mailto:lvuong@cais.com) or [71552.3666@compuserve.com](mailto:71552.3666@compuserve.com)

Name :  
Company :  
Area Code & Phone :  
Country (if outside the U.S.) :  
Email address or CompuServe ID :

\*\*\*\*\* PROBLEM INFORMATION \*\*\*\*\*

Problem Title :  
Product Release :

Description of Problem :

Steps to reproduce the problem (please explain step by step):

- 1.
- 2.
- 3.
- 4.

Error message encountered (please specify exact language and error no. received, if any):

Work-around:

Reproducible :< >Always < >Sometimes < >Never < >Didn't try it again

Severity level:< >1. System crashes, locks, or data corruption occurs

< >2. Does not operate correctly

< >3. Cosmetic or usability problem

< >4. Suggestion or documentation error

Applications running (please include version numbers and whether run locally or over the network):

DOS Version:

Windows version:

LAN Operating Systems (LAN Manager, Netware, WFW etc.):

LAN Operating Systems version:

Has this operation worked in the past (y/n):

Has the hardware or software configuration been altered (y/n):

If yes please explain:

Computer brand & model :  
< >ISA < >EISA < >MCA < >VESA < >Other:  
System BIOS (manufacturer & version/date) :  
CPU(s) type & speed :  
Memory (RAM) :  
Communications Modem (model/address/IRQ) :  
Additional adapters :

\*\*\*\*\* NETWORK CONFIGURATION \*\*\*\*\*

Network card type, IRQ & address:

Network type :  
Network protocol : version:  
Network cabling :

LAN or WAN:

If wide area network please specify all routers or bridges used:

\*\*\*\*\* PRINTER CONFIGURATION \*\*\*\*\*

Printer brand & model :

Printer Port: < >LPT1 < >LPT2 < >COM1 < >COM2 < >Network

If networked please include all applicable LAN or WAN information:

\*\*\*\*\* OTHER \*\*\*\*\*

Additional Comments:

Include the following files if applicable:

- WSACORE.LOG (Note: this file is generated by wsacore.exe)
- WSACORE.TRC (Note: This file is generated by wsacore.exe)
- WSASLIP.LOG (Note: This file is generated by wsaslip.exe)
- WSASPY.TRC (Note: This file is generated by wsaspy.exe)
- WSASPY.LOG (Note: This file is generated by wsaspy.exe)
- DRWATSON.LOG (Note: This file will be created if an application error occurs on your system and DRWATSON.EXE is running (this is a debugging tool from Microsoft. It can be downloaded from cica). This file is generated by DRWATSON.EXE and is left in the Windows root directory ie. \WINDOWS. For more information on DRWATSON start HELP.EXE DRWATSON.HLP)

Thank-you for your assistance.