

Technical Support Request Form for Membership DataBank

Please review the TECHNICAL SUPPORT section of the help file, before completing the SUPPORT.TXT (in your program directory) form. Use this form for technical support, bug reports, suggestions and questions.

Please fill in all appropriate information for your *Membership DataBank* technical support request or bug report or product suggestion. Please fill in all the information completely and provide us with exact and specific details. The more specific and detailed information you provide, the better we will be able to help you. **Version number of your Membership DataBank for Windows EXEs must be included in all Technical Support requests.**

Before, faxing your questions, please view the README file and also the Technical Support section of the help file.

After the form is completed, either save the file to disk or print it on your printer. There are four ways that you can forward this information to us:

1. Email the file to support@x-ware.com. (Fastest Response)
2. Send the file to CompuServe ID 102621,2065.
3. FAX the printed file and any attachments to (707) 557-2078, to the attention of "X-Ware Engineering Technical Support."
4. Send the file and your disks (if necessary) by mail/Fed Ex to:

X-Ware Engineering
968 Admiral Callaghan Lane
Suite 357
Vallejo, CA 94591-3680

Please also include an MSD report. (MSD is a utility included with Windows that can be started from the command line by simply typing MSD. MSD.EXE is found in your Windows directory.) Please run MSD.EXE on any machine that you are experiencing the problem on.

Check List:

- (1) Review the README file. Review the Technical support section of the help file.
- (2) Run MSD.EXE and attach the generated report. (or copy to a disk)
- (3) Answer all questions on the SUPPORT.TXT (in your program directory) form.