

# Technical Support Request Form for DemoSHIELD Version 3.0

Please fill in all appropriate information for your DemoSHIELD v3.0 technical support request, 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 your information is, the better we will be able to help you. Display the DESIGNER.EXE About box to report the version number of your software.

**Every Technical Support request must include a DemoSHIELD version number.**

Before, faxing your questions, please view the README file and also the Common Questions and Answers file available on CompuServe (GO STIRLING) and our BBS (708-240-9137).

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

1. Send the file to CompuServe ID 76702,1607 (Fastest Response).
2. FAX the printed file and any attachments to (708) 240-9138, to the attention of "DemoSHIELD Technical Support."
3. Upload the file to the Stirling BBS at 708-240-9137.
4. Send the file and any floppy disks (if necessary) by mail/Fed Ex to:

DemoSHIELD Technical Support  
C/O Stirling Technologies, Inc.  
1100 Woodfield Road, Suite 108  
Schaumburg, IL 60173

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

Please also include a copy of a small sample script file which illustrates the problem. A copy of your complete script is also acceptable, though it may take longer to respond to your request.

Check List:

- (1) Review the README file and the commonly asked Q&A file available on CompuServe and BBS.
- (2) Run MSD.EXE and attach the generated report. (or copy to a disk)
- (3) Answer all questions on the attached form.

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DATE:

TIME:

YOUR NAME:

DemoSHIELD Version Number (**x.xx.xxx**):

MS-DOS version number:

Windows version number:

Computer Brand Name and Model:

CPU Type:

Network Type:

Physical RAM in MB:

Windows Available Memory/Resources: /

Video Resolution, colors and card type:

Name of component having problem (DEMO.EXE, DESIGNER.EXE, Help etc.):

Problem Type: ( ) Problem ( ) Request ( ) Documentation

Severity: ( ) Crashes ( ) Major ( ) Minor ( ) Trivial

Description of problem / question / suggestion (provide as much detail as possible. If you are reporting a documentation problem, note the page number, or the help file name and topic title):

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Explicit steps for us to reproduce the problem:

Have you been able to reproduce this problem consistently?:

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Please fill in the following information completely and attach it to your fax. Also you must be a registered user to obtain technical support. Please make sure you have sent in your registration card.

Name: Your Name Here

Phone: (day): ( xxx ) xxx-xxxx Best Time To Call:

(fax): ( xxx ) xxx-xxxx

Company: Your Company Name

Address:

Address:

City: State: ZIP:

CompuServe ID: xxxxxx,xxxx ( Required )

Attachments:

Please indicate the items you have attached to this technical support request.

Comments:

(Any other comments or questions)