

Technical Support Request Form for NetXRay

Before you contact Cinco Networks for technical support, please fill in all appropriate information for your NetXRay technical support request, bug report, or product suggestion 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 NETXRAY.EXE About box to report the version number of your software. **Every Technical Support request must include a NetXRay version number.**

Before, sending your questions, please view the README file

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

1. FAX the printed file and any attachments to (510) 426-8105, to the attention of "NetXRay Technical Support."

2. Send the file and any floppy disks (if necessary) by mail/Fed Ex to:

NetXRay Technical Support
Cinco Networks, Inc.
6601 Koll Center Parkway, Suite 140
Pleasanton, Ca. 94566

3. E-mail to us via

Internet: support@cinco.com

4. Upload files to Cinco Networks' FTP server.

To access FTP server,

- Log on to ftp.cinco.com anonymously.
- Change directory to 'users/cinco/pub'
- Put your files there, it is recommended that you zip all the files together and include a readme file for your problem description.

Check List:

(1) Review the README

(2) Answer all questions on the attached form.

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DATE:

TIME:

YOUR NAME:

NetXRay Version Number in About box:

Windows 95 version number:

Windows NT version number:

Computer Brand Name and Model:

CPU Type:

Network Type and Speed:

Physical RAM in MB:

Video Resolution, colors and card type:

Network card type and model #:

Comments:

(Any other comments or questions)