

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.

PAGE 1 OF 2

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 #:

Name of component having problem (NetXRay, 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):

....

Explicit steps for us to reproduce the problem:

Have you been able to reproduce this problem consistently?:

PAGE 2 OF 2

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): () Best Time To Call:
(fax): ()
Company: Your Company Name
Address:
Address:
City: State: ZIP:
CompuServe ID: xxxxxx,xxxx or
Internet EMail Address:

Attachments:

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

Comments:
(Any other comments or questions)