

BUG REPORT

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System configuration

1. Which type of computer do you use?

Manufacturer: _____ model name: _____

Motherboard: _____ chip set: _____

Processor:

Manufacturer: _____ Type: _____ MHz

Dual CPU: Yes No

2. At which clock rate does your computer operate? _____ MHz

At which clock rate does the I/O bus operate? _____ MHz

3. How many RAMs are installed in your computer? _____ MB DRAM

4. Which Microsoft Windows version do you use?

Windows 95 Version: _____ Service Pack: _____

Windows 98 Version: _____ Service Pack: _____

Windows NT Version: _____ Service Pack: _____

Windows 2000 Version: _____ Service Pack: _____

Windows XP Version: _____ Service Pack: _____

Version of Microsoft DirectX installed on your system : _____

Computer peripheral

1. Which hard disk controller type is installed in your computer?

System Hard Disk

(hard disk, on which the operating system is installed)

E-IDE SCSI Wide SCSI Ultra Wide SCSI

others _____

Manufacturer and type: _____

Video Hard Disk

(hard disk, on which the video data is digitized and edited)

E-IDE SCSI Wide SCSI Ultra Wide SCSI

others _____

Manufacturer and type: _____

2. Which primary graphics board is installed in your computer?
 Manufacturer and type: _____
 Graphics chip: _____
 AGP PCI Integrated
3. Print out of the Device Manager if necessary for reproducing.

Pinnacle Systems products

1. Which boards are installed in your computer?
 1: Pinnacle _____ ; 2: Pinnacle _____
2. Hardware revision (see label on the board)?
 1. Version: _____ ; 2. Version: _____
3. Which installation CD version do you use?
 (see label on the installation CD)
 1: Version: _____ , date: _____ , for Pinnacle: _____
 2. Version: _____ , date: _____ , for Pinnacle: _____
4. Which video editing software do you use?
 1. Manufacturer: _____ , version: _____
 2. Manufacturer: _____ , version: _____
5. Which audio device do you use?
 Manufacturer and type: _____

Video devices

1. Which video devices do you use?
- Player**
 Manufacturer and type: _____
- Recorder**
 Manufacturer and type: _____
2. Which input / output of the Pinnacle product do you use?
- Input**
- | | | |
|--|--------------------------------|------------------------------------|
| <input type="checkbox"/> Component (YUV) | <input type="checkbox"/> S-VHS | <input type="checkbox"/> Composite |
| <input type="checkbox"/> DV | <input type="checkbox"/> DVCAM | <input type="checkbox"/> Digital8 |
- Output**
- | | | |
|--|--------------------------------|------------------------------------|
| <input type="checkbox"/> Component (YUV) | <input type="checkbox"/> S-VHS | <input type="checkbox"/> Composite |
| <input type="checkbox"/> DV | <input type="checkbox"/> DVCAM | <input type="checkbox"/> Digital8 |

3. Do you use an external sync signal?

Yes No

4. Which device sends this signal?

5. Do you use a device control? If yes, which one?

Problem description

Contact :

Name : _____

Client ID : _____

Email : _____

Phone : _____

Fax : _____