

# 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

☐ Component (YUV) ☐ S-VHS ☐ Composite

☐ DV ☐ DVCAM ☐ Digital8

### Output

☐ Component (YUV) ☐ S-VHS ☐ Composite

☐ DV ☐ DVCAM ☐ Digital8

☐ Yes ☐ No

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