

# Technical Support Request

We regret that the installation of our software did not perform to your satisfaction. By providing the following information, you may enable us to determine the cause for your difficulty.

Much of the requested information can be found by running MSD.EXE (found in your Windows, Windows\ Command or MSDOS directory.) If you have a product of the Microsoft Office suite installed, you may also run MSINFO.EXE or MSINFO32.EXE. Windows 95 users can consult the Device Manager found in the System icon of the Control Panel.

If you are unable to answer certain questions after consulting your computer manual, just leave the corresponding space blank.

## Customer Information

Name: -----

Company: -----

Street: -----

City: -----

State/Province: -----

Zip/Postal Code: -----

Country: -----

Daytime Phone: -----

Telefax: -----

E-Mail Address: -----

E-Mail Provider: -----

## Product Information *(found on CD-ROM envelope)*

Product Name: -----

Version: -----

Serial Number: -----

**Hardware Information**

Computer Manufacturer (e.g., IBM): \_\_\_\_\_  
Computer Model (e.g., PS/2 Mod 90): \_\_\_\_\_  
Processor (e.g., 80486-DX2): \_\_\_\_\_  
Processor Speed (e.g., 66 MHz): \_\_\_\_\_  
Video Board Manufacturer and Model: \_\_\_\_\_  
Color Mode (e.g., 256 colors): \_\_\_\_\_  
Screen Resolution (e.g., 640x480): \_\_\_\_\_  
Video Driver Version: \_\_\_\_\_

**Operating System Information**

Operating System Version (e.g., DOS 6.2): \_\_\_\_\_  
Windows Version (e.g., Win 3.11): \_\_\_\_\_  
Windows Mode (e.g., 386 Enhanced): \_\_\_\_\_

**Configuration Information**

It may be necessary for us to review your configuration files: AUTOEXEC.BAT, CONFIG.SYS, SYSTEM.INI, WIN.INI. You may wish to print these files before calling, or submit them with this form.

**Incident Report**

Please describe the circumstances of the incident that occurred to the best of your ability. Indicate whether you can reproduce the incident at will and, if so, explain how to reproduce the incident.

Which .EXE File is affected? -----

Date of the .EXE file: -----

Note the message you encountered:  
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What was your last action before the incident occurred?  
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-----  
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How did you circumvent the problem?  
-----  
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**Where to Send this Form**

Telefax: +1-201-845-4638  
Bulletin Board: +1-201-845-8313 (set modem to 8 bits, no parity, 1 stop bit)

Electronic Mail: CompuServe 76605,1506  
America Online 76605.1506@compuserve.com  
Genie 76605.1506@compuserve.com@INET#  
Internet 76605.1506@compuserve.com

Postal Mail: H&M Systems Software, Inc.  
25 East Spring Valley Avenue  
Maywood, NJ 07607-2150  
USA