

Bug Report Form

DATE	_____ 20____	Time: _____ A.M. or P.M.
Telephone No. #	()	E-Mail:
Company/Subscriber		Contact Name:
O/S (WrkStn /Laptop)	Win 2000 <input type="checkbox"/> Win NT <input type="checkbox"/> Win XP <input type="checkbox"/> Win Vista <input type="checkbox"/> Win 7 <input type="checkbox"/> Win 8 <input type="checkbox"/> Win 8.1 <input type="checkbox"/>	
Processor	32 BIT <input type="checkbox"/> 64 BIT <input type="checkbox"/>	
Network	None <input type="checkbox"/> Peer 2 Peer Win __ <input type="checkbox"/> Win NT <input type="checkbox"/> Win XP <input type="checkbox"/> Win2000 <input type="checkbox"/> Win Vista <input type="checkbox"/> Win 7 <input type="checkbox"/> Other	
Memory (RAM)	128(Minimum) 256(Recommended) 512 Other _____	
HD Space	TOTAL _____ AVAILABLE _____ (30MB Available upon Installation)	
Printer(s) SetUp Network <input type="checkbox"/> NonNetwork <input type="checkbox"/> ___ Spool Documents ___ Print Directly to Printer	LaserJet <input type="checkbox"/> Inkjet <input type="checkbox"/> DeskJet <input type="checkbox"/> Multi-Function <input type="checkbox"/> Uses USB Port <input type="checkbox"/> Uses Port Replicator <input type="checkbox"/>	Model: Is it selected as Default? YES / NO Driver:
Form(s)		
Description/Problem: No. of Users _____ INS Forms Version _____ INS Forms.exe date _____ Application Path <i>(Click Tools\Environment Options\DB Directory)</i> Database Path Backup Feature: ON / OFF <i>(Should be turned OFF on a Network Setup)</i>	Upgrading <input type="checkbox"/> Installing <input type="checkbox"/> Database <input type="checkbox"/> Networking <input type="checkbox"/> Printing <input type="checkbox"/> Display <input type="checkbox"/> Data Loss / Corruption <input type="checkbox"/> Downloading <input type="checkbox"/> Other: _____ Diagnosis: _____ _____ _____ _____ _____ _____	
Error Message(s):	_____ _____ _____	
Other: The Optimization Feature reindexes existing database tables to optimize the performance of the database <i>(click Tools/Optimize Database)</i> . Recommendation is to run this feature once a week. However, it is critical that no other user is accessing the ILSForms database at that time.	_____ _____ _____ _____	
<input type="checkbox"/> I can <input type="checkbox"/> I cannot duplicate the error		

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Solution (per ILS Staff):

File(s) Sent Via E-mail:

Follow-up on _____ SOLVED

DIAGRAM OF ILSFORMS SETUP

