



FACSIMILE - BizBench Support Form

To: BizBench Software Support

Fax: 877-870-9361

From: _____

Fax: _____

Date: _____

Phone: _____

Case Number (internal use only)		
BizBench Version (e.g. 12.00.1999)		
Name(s)		
Company		
Phone		
Fax		
E-mail(s)		
<p><i>Obtain "BizBench2010.Log" (and "BizBench2010.Old.Log" if it exists) and e-mail (zipped, please) or attach to fax</i></p>		
<p>Please describe the general nature of the issue:</p> 		
<p>Final resolution (internal use only):</p> 		

System Specifications

System manufacturer and model		
CPU manufacturer, type, and speed (or rating)		
System drive size	Total:	Free:
Swap drive size (only if not the system drive)	Total:	Free:
Installed RAM		
Windows [circle version; circle edition in parentheses when applicable]: <ul style="list-style-type: none"> • 7 (Professional / Ultimate / Home Premium) • Vista (Business / Ultimate / Enterprise / Home Basic / Home Premium) • XP (Professional / Home / Media Center / Tablet PC) • 2008 (Server / Server R2) [specify edition and/or server role at right] • 2003 (Server / Server R2) [specify edition at right] • 2000 (Professional / Server) 		
Service Pack applied; most recent date of Microsoft patches (“patch Tuesday”); list hotfixes & excluded patches, if any		
Server Environments [circle one only if applicable]: Citrix / Terminal Services / Hyper-V		
Version and edition, if applicable		
Date of Citrix Update Rollup, or number of Feature Pack, applied, if applicable; list patches applied, if applicable		

Software Details	
Microsoft Internet Explorer version and service pack	
Microsoft Office [circle all that apply] 2000 / 2002 (a.k.a. "XP") / 2003 / 2007 / 2010 Specify service packs applied for each at right	
Crystal Reports versions installed, if any	
Other software, such as tax software, which uses Crystal Reports; include versions	

Printer Specifications	
<i>Only necessary for issues involving printing and print-previewing</i>	
<i>Attach a Windows printer test page to fax, or a scan of it to e-mail; if applicable, attach exported or scanned report</i>	
Manufacturer and model	
Driver name and version	
Connection type [circle one; for "Local", circle detail in parentheses]: <ul style="list-style-type: none"> • Locally attached (parallel / serial / USB / 802.11 / Bluetooth) • Direct network connection (not attached to a print server) • Server attached and hosted 	
Print processor settings [skip if test page attached]	

Other remarks: