



Comprehensive[®]
Connectivity Company

Platemasters Design Tool 1.0 Support Form

Trouble Ticket Number:

Date:

Your Name:

Company Name:

Daytime Phone:

e-mail:

What operating system are you running?

Have you ever accepted any updates when running Comprehensive Platemasters Design Tool?

Has Comprehensive Platemasters Design Tool ever worked on your machine?

Has Comprehensive Platemasters Design Tool worked on another machine?

Do you have firewall software installed?

Do you have a proxy server?

Do you have an internet connection?

Do you have administrator privileges?

Is the problem reliably reproducible or is it intermittent?

How do you reliably reproduce it?

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