



contact name _____
program _____
phone/email _____

Technical Support Checklist

To get faster results, please

- 1) Check the FAQ section of the website, www.powerpath.com, for answers
- 2) Try to print an error log. Fax it to us at 614.850.8687.
- 3) Gather information on the Tech Support Checklist below
- 4) Get us the info:
 - a. Fax your info and error log, to 614.850.8687
 - b. Email us at techsupport@powerpath.com
 - c. Call the PowerLine at 800.641.3632

For Assistance:

- Visit the website at www.powerpath.com
- Send email to techsupport@powerpath.com
- Call the PowerLine at 800.641.3632

Tech Support Checklist

- 1) Print an error log covering the time in question. Fax it to 614.850.8687
- 2) What version of the software are you running?
- 3) Are you operating in a stand alone or network environment for both pc and printer?
- 4) System Specifications *(found in Control Panel)*
 - What operating system are you using? (i.e., Windows XP)
 - What is your processing speed? (i.e., Pentium 4 or #)
 - How much RAM ? (i.e., 256 MB)
 - How much free hard drive space?
 - What type of printer are you using?
- 5) What were you doing when the error occurred?
- 6) Has this happened before?
- 7) Have you tried...
 - Restarting the PC?
 - Reindexing? (PowerPath Utility menu)
 - Packing? (PowerPath Utility menu)
 - Running a Participation Exceptions report to identify any missing data? (PowerPath Utility menu)
 - Rebuilding reports?
- 8) What other hardware and software are running in your environment?
- 9) Can you print any other PowerPath reports?
- 10) Can you print from other programs?