

Problem Reporting Form

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| Date: | | Customer Name: | |
| | | Project Name: | |
| Classification: <input type="checkbox"/> Crash <input type="checkbox"/> Hang <input type="checkbox"/> Data Loss <input type="checkbox"/> Security <input type="checkbox"/> Performance <input type="checkbox"/> UI/Usability <input type="checkbox"/> Other problem (please specify): | | Technical Contact and Phone Number: | |
| | | Technical Contact Mail: | |
| | | | |
| | | Customer's problem ID: | |
| | | | |
| Affected Program(s) / Components with Version and USB-Dongle numbers: | | | |
| OS Name and Version: | | | |
| Installed Service Packs and Updates: | | | |
| Configuration of the Server/Workstation. Please specify for any involved Item: | | Identifier: | |
| | | Manufacturer: | |
| | | CPU: | |
| | | RAM: | |
| | | Disks with Size: | |
| | | Free Disk Space: | |
| | | Network Card: | |
| | | Raid Controller: | |
| | | Raid Configuration: | |
| Any Error Code – OS and involved Software: | | | |
| Summary of the problem: | | | |

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| How often can the problem be reproduced? | |
| Explanation of the situation that was happening at the time that the problem occurred: | |
| What are the steps to reproduce the problem? | |
| Expected Results / What should happen? | |
| Actual Result: | |
| Is there a Workaround? Please specify: | |
| Was there an Error Message? Please specify: | |
| Were there other situations where the bug could be reproduced? Please specify: | |
| Is there any other hint that could help to handle the problem? Please specify: | |
| The following configuration files have been attached to the report: | |
| The following files are needed to reproduce the problem (please attach): | |
| Where any other programs involved? Please specify: | |

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| <p style="text-align: center;">severity of the problem as experienced by the customer</p> | <ul style="list-style-type: none"><input type="checkbox"/> blocker – class 1 A problem which prevents the accomplishment of a specified function in accordance with official requirements and jeopardizes personnel safety. Das Problem verhindert die Ausführung einer oder mehrerer wesentlicher spezifizierter Funktionen. Durch das Problem entsteht Gefahr für Leben oder Gesundheit von Personen.<input type="checkbox"/> critical – class 2 A problem which prevents the accomplishment of an essential specified function and there is no workaround solution. Das Problem behindert schwerwiegend die Ausführung einer oder mehrerer wesentlicher spezifizierter Funktionen. Es gibt keinen Workaround.<input type="checkbox"/> major – class 3 A problem which prevents the accomplishment of an essential specified function but there is a workaround solution. Das Problem behindert schwerwiegend die Ausführung einer oder mehrerer wesentlicher spezifizierter Funktionen. Es gibt aber einen Workaround.<input type="checkbox"/> normal – class 4 A problem which is an inconvenience or annoyance and does not affect an essential specified function. Das Problem verursacht Unbequemlichkeiten, behindert aber nicht die Ausführung wesentlicher spezifizierter Funktionen.<input type="checkbox"/> minor – class 5 All other problems. Alle anderen Probleme. |
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Please add any Screenshots and log files that could help:

Send to: **support@procitec.de**