



Palm-Tech

HOME INSPECTION SOFTWARE

Step by Step

How To

Send an Error Report When You Have an Inspection Open on a PC

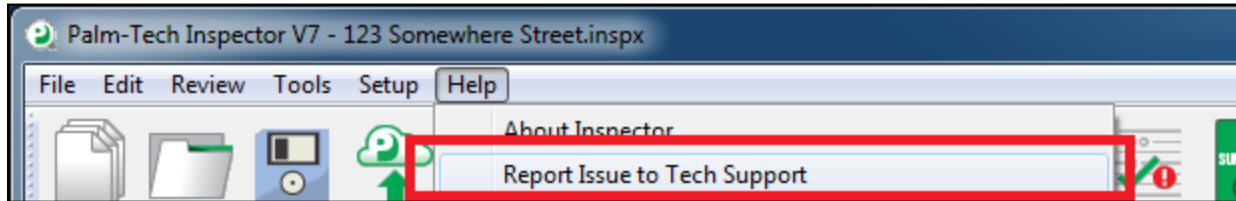
This How To article will show you how to create and send an error report when you have an inspection open on a PC.

For a complete list of available How To documents visit the Support section of our website: www.palm-tech.com/support/

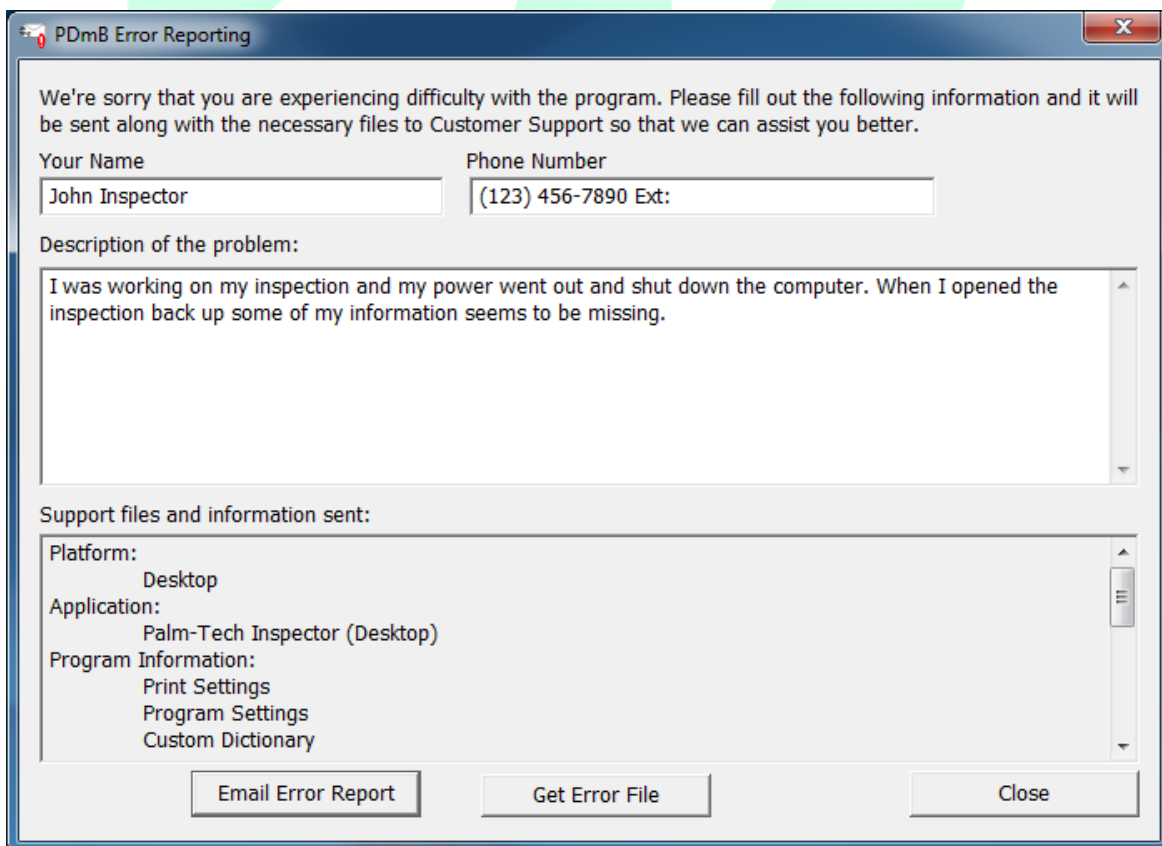
HOW TO: SEND AN ERROR REPORT WITH AN INSPECTION OPEN

This document will show how to send an error report to Palm-Tech when you have an inspection open.

1. The first step is to go to Help->Report Issue to Tech Support on the top menu.

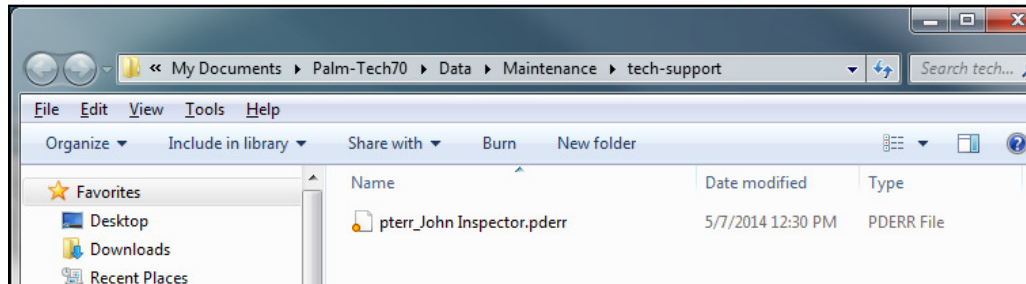


2. On the next screen we can fill out information about the problem we are having. You should fill out your name and phone number so we know how to get in touch with you. In the 'Description of the problem' section you'll want to be as detailed and specific as you can in explaining the issue you are having. The more information we have the better able to help you we will be. After filling out the information you can click on either 'Email Error Report' or 'Get Error File'. You should only click on 'Email Error Report' if you are ready to email the report to us AND you are using an email program that is installed locally on your PC such as Microsoft Outlook. **If you have to login to a website to access your email (gmail, yahoo, msn, etc) then you should click on 'Get Error File'.**

A screenshot of the "PDmB Error Reporting" dialog box. The text inside reads: "We're sorry that you are experiencing difficulty with the program. Please fill out the following information and it will be sent along with the necessary files to Customer Support so that we can assist you better." Below this are two input fields: "Your Name" with the text "John Inspector" and "Phone Number" with the text "(123) 456-7890 Ext:". A text area labeled "Description of the problem:" contains the text: "I was working on my inspection and my power went out and shut down the computer. When I opened the inspection back up some of my information seems to be missing." Below this is a section titled "Support files and information sent:" which lists: "Platform: Desktop", "Application: Palm-Tech Inspector (Desktop)", and "Program Information: Print Settings, Program Settings, Custom Dictionary". At the bottom of the dialog are three buttons: "Email Error Report", "Get Error File", and "Close".

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3. If you click on 'Email Error Report' it will pull up your email, attach the error report and you can simply email it to us. If you clicked 'Get Error File' it will create the error report file and open up the folder that it is saved in.



4. From here you can open up your email program, start a new email and then attach the error report file. You will attach the error report file to your email the same way you would attach any other file that you wanted to email. You'll want to send the email to support@palm-tech.com
5. Once we receive the email we will begin reviewing it and get back with you. If you have not heard back from us within 1 business day then you should confirm that the email was successfully sent and/or give us a call at (888)736-2462 to make sure we received it.