

BioQUEST Library Bug Report Form

This document has been formatted so that it can be printed and filled out by hand. If you would prefer to use a word processor to complete the form, we suggest that you use the Microsoft Word version of the form. You will find the Microsoft Word version in the "Documents in MS Word" folder inside the module folder.

Name of module _____

Version and version date (if any): _____

Today's date: _____

PERSONAL INFORMATION

Name (Please print) Title/Position

School Department

Address

City, State, Zip

Phone e-mail

May we contact you if we need additional information?

Information about your computer.

Please fill in as much of this information as you can.

To get information on the kind of computer you are using, how much memory it has, what version of the System software is installed, etc:

Macintosh: while in the Finder pull down the Apple menu and choose "About this Computer". In System 8 or later chose "Apple System Profiler". You may wish to include the Profiler report with this form.

Windows: Right-click the My Computer icon and choose Properties from the pop-up menu. Make sure the General tab is selected.

What kind of computer does the problem happen on (e.g. Macintosh Quadra, PowerPC, G3, iMac, etc. or 486xxx, 386xxx, Pentium, etc.):

How much built-in memory (RAM) does your machine have:

What version of the Operating System software is installed (System 7.6, System 8, etc. or Windows 95, 98, NT etc.):

Do you have Virtual Memory turned on (Macintosh only)?

Are you running the application on a network? Explain how.

Is there anything else about this computer that you think might be important (multiple monitors, special-purpose cards, etc.)?

PROBLEM DESCRIPTION

Is the problem reproducible: ALWAYS SOMETIMES RARELY

How severe is the problem:

CAUSES CRASH (machine crashes or freezes and you have to restart)

PROGRAM ABORTS (program abnormally closes itself without any prompting from you)

IMPAIRS FUNCTIONALITY (you can't perform some particular action, or it is done incorrectly, but the program continues to run)

COSMETIC (the problem involves something like the incorrect drawing of a window or the poor placement of a button, but it does not prevent you from accomplishing a task)

Does the problem happen if you run with Extensions (Inits) turned off (Macintosh only)?
(To turn off all Extensions, restart your computer while holding down the Shift key.

Does the problem happen in the same way if you run with Virtual Memory turned on or turned off (Macintosh only)?

Please describe the problem you encountered. Try to give us as much information as possible. What are the conditions under which the problem occurs? What had you done prior to the problem? Describe the steps that are required to reproduce the problem, if possible. What were the consequences? If any error messages were displayed, what were they?

Please return this form to:

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For additional technical support, please contact Academic Press Technical Support:

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