

# Error log - for irregular or inconsistent problems

Customer Name \_\_\_\_\_

Not all problems are obvious or consistent, workshop testing often does not mirror your personal use.

Your observations and feedback are vital and specific details help save time and money.

Please note as much info as possible about at least three instances to aid us in isolating your problem.

<b>1</b>	Date / Time	
	What program / application were you using ?	
	What exactly were you doing prior too the problem ?	
	What happened that was not as expected ?	
	Was there an error message ? what did it say ?	
	Any other programs active ? (showing in task bar )	
	Keyboard / Mouse working ?	
	External devices plugged in ? (printer, memstick etc..)	
	When did you last - start, restart, mains power off for 1min ?	
	Anything else ?	

<b>2</b>	Date / Time	
	What program / application were you using ?	
	What exactly were you doing prior too the problem ?	
	What happened that was not as expected ?	
	Was there an error message ? what did it say ?	
	Any other programs active ? (showing in task bar )	
	Keyboard / Mouse working ?	
	External devices plugged in ? (printer, memstick etc..)	
	When did you last - start, restart, mains power off for 1min ?	
	Anything else ?	

<b>3</b>	Date / Time	
	What program / application were you using ?	
	What exactly were you doing prior too the problem ?	
	What happened that was not as expected ?	
	Was there an error message ? what did it say ?	
	Any other programs active ? (showing in task bar )	
	Keyboard / Mouse working ?	
	External devices plugged in ? (printer, memstick etc..)	
	When did you last - start, restart, mains power off for 1min ?	
	Anything else ?	

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<b>4</b>	Date / Time	
	What program / application were you using ?	
	What exactly were you doing prior too the problem ?	
	What happened that was not as expected ?	
	Was there an error message ? what did it say ?	
	Any other programs active ? (showing in task bar )	
	Keyboard / Mouse working ?	
	External devices plugged in ? (printer, memstick etc..)	
	When did you last - start, restart, mains power off for 1min ?	
	Anything else ?	

<b>5</b>	Date / Time	
	What program / application were you using ?	
	What exactly were you doing prior too the problem ?	
	What happened that was not as expected ?	
	Was there an error message ? what did it say ?	
	Any other programs active ? (showing in task bar )	
	Keyboard / Mouse working ?	
	External devices plugged in ? (printer, memstick etc..)	
	When did you last - start, restart, mains power off for 1min ?	
	Anything else ?	

<b>6</b>	Date / Time	
	What program / application were you using ?	
	What exactly were you doing prior too the problem ?	
	What happened that was not as expected ?	
	Was there an error message ? what did it say ?	
	Any other programs active ? (showing in task bar )	
	Keyboard / Mouse working ?	
	External devices plugged in ? (printer, memstick etc..)	
	When did you last - start, restart, mains power off for 1min ?	
	Anything else ?	