



# **PDspect**

INSPECTION SOFTWARE

Step by Step

## **How To**

# **Send an Error Report**

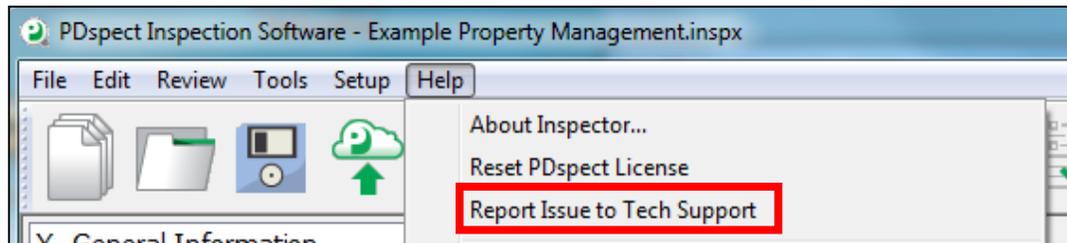
*This How To article explains how to send an error report to the PDspect support team.*

For a complete list of available How To documents visit the Support section of our website: <http://www.pdspect.com/support/index.php>

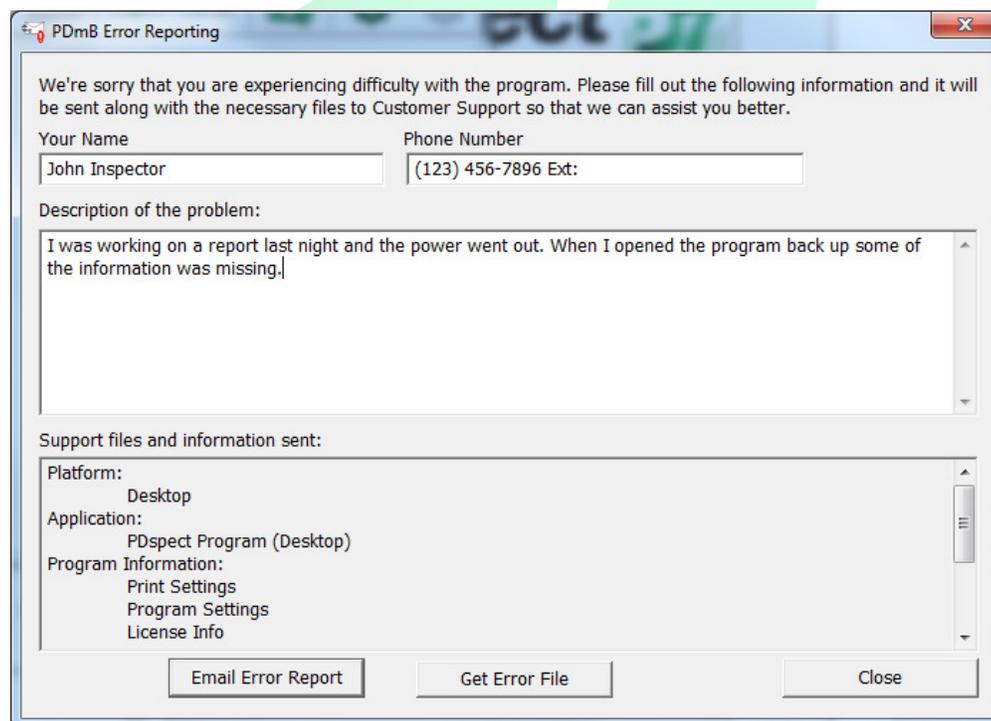
# HOW TO: SEND AN ERROR REPORT

This document shows how to send an error report to PDspect when you have an inspection open.

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



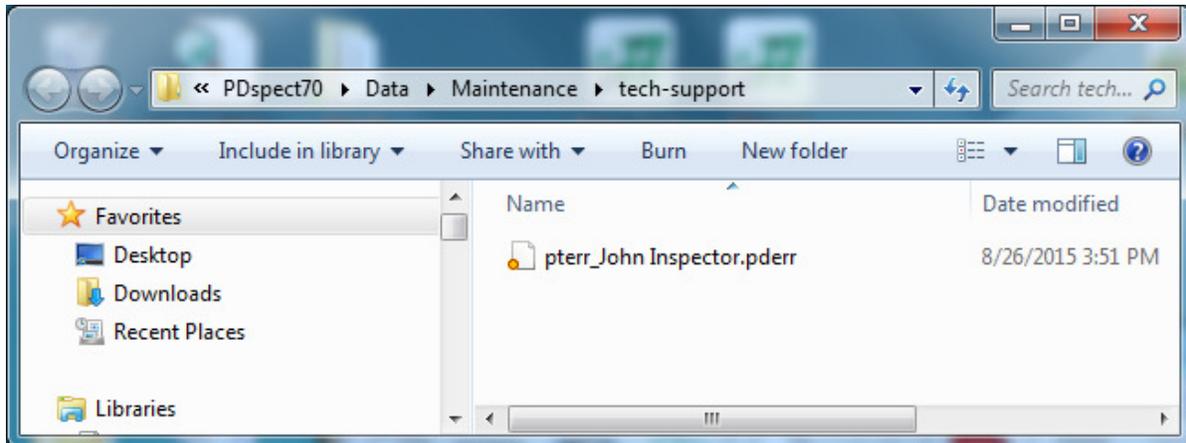
2. On the next screen we can fill out information about the problem we are having. You should fill out your name and phone number so we know how to get in touch with you. In the 'Description of the problem' section you'll want to be as detailed and specific as you can in explaining the issue you are having. We'll be in better position to help you if you provide detailed information. After filling out the information you can click on '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 window title is "PDmB Error Reporting". 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) 456-7896 Ext:". A text area labeled "Description of the problem:" contains the text: "I was working on a report last night and the power went out. When I opened the program back up some of the information was missing." Below this is a section titled "Support files and information sent:" which lists: "Platform: Desktop", "Application: PDspect Program (Desktop)", and "Program Information: Print Settings, Program Settings, License Info". 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 as shown below.



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@pdmb.com](mailto:support@pdmb.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.