NSi

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Questions to determine cause of error.

Ver. 2.0

Typenumber of unit :	
Serialnumber of unit :	
Error description of problem:	
Do you use additional extension cords or extenders ?	No / Yes extensions cords : ..... m extendertype :
How long has the unit been installed on the system?	Months 0 / 1 / 6 / 12 / 12+
Has there been a system (or hardware) change recently ? (If "yes" did the problem occur before or after the change?)	No / Yes Before / after / not related
Has the operating system been changed/updated recently ? (If "yes" did the problem occur before or after the change?)	No / Yes Before / after / not related
Operating system used :	Dos Win 3.11 Win 95 A / B Win 98 A / B / SE Win NT4 Service pack ? Win ME Win 2000 Win XP Other :
PC - brand	COMPAQ / IBM / DELL / SIEMENS / ADVANTECH Other :
PC info : Processor type Mainboard type Chipset type used Bios type	Intel (P2 / P3 / P4 / P5, other ......) or AMD (K6 / K7, other ......) ASUS / ATX / DFI , other .... Intel 440BX / 440GX / 840 / 850 / 860 , other .... AMI / FLORA , other ....

Additional questions for units with pointing device.	
Serial number of pointing device (see label if any)	
Software version of microprocessor (writen number on chip, only for oem trackballs)	
Protocol type used	PS/2 / USB / RS232 , other ....
Type of adaptor or converter used	USB->PS2 / PS2->RS232 / or other ....
Which mouse type was installed before using this unit? (If none, use a standard Microsoft mouse driver)	2 button, 3 button, wheel mouse, none .....
Mouse driver used	Microsoft (2 button, 3 button, wheelmouse ...) Microsoft compatible (2 button, 3 button, wheelmouse ...) Logitech (2 button, 3 button, wheelmouse ...) Other: ....
Has the mouse driver been changed or updated recently? (if "yes" dit the problem occur before or after the change)	No / Yes Before / after / not related