


## Contact Data

Company name			
Name			
E-Mail		Phone	
Street		City	
Zip code		State/Country	
Contact person CS		Date	

## Technical Information

System Information	
Camera type	<input type="checkbox"/> allPIXA <input type="checkbox"/> allPIXA pro <input type="checkbox"/> 2k <input type="checkbox"/> 4k <input type="checkbox"/> 6000px <input type="checkbox"/> 7.3k
Camera serial number	
CST version used	
Operating system	
Framegrabber	Type + Manufacturer
CameraLink cable length + type	m

Problem Description	
Description of the problem: <small>(as detailed as possible)</small>	
When did the problem occur:	<input type="checkbox"/> after start <input type="checkbox"/> during operation <input type="checkbox"/> at a specific action, please describe:
How often did problem occurs	<input type="checkbox"/> once <input type="checkbox"/> always <input type="checkbox"/> regularly <input type="checkbox"/> rarely please describe:
Did the application ever run ok	<input type="checkbox"/> yes <input type="checkbox"/> no
If known please describe the reason for the problem or any abnormal behaviors	

Image and Parameter Files	
Camera parameter settings	<input type="checkbox"/> (It is very important to provide a copy of the exact camera settings when the problem occurred)
Live images	<input type="checkbox"/> (Live or test images showing the problem. Please save images in BMP format)
Computer System Information	<input type="checkbox"/> (Press the  -button in the CST-toolbar and copy the output into a file or the support mail)