

**Technical Support Request for Software Tool Issue**

(Easy Mode / TM Configurator)

*(Fill-in this form if the issue is related to Software Tool)*

**(1) Summarize in short words about the issue of using the software tool.**

<hr/> <p><i>What is the problem? How did it happen?</i></p>
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**(2) What is your request about? (Most appropriate)**

<input type="checkbox"/>	Failed to open / launch TMConfigurator or Easy Mode.
<input type="checkbox"/>	Error message was displayed <input type="checkbox"/> screenshot attached.
<input type="checkbox"/>	Other/s (please describe)

**(3) What is the used PC-interface?**

<input type="checkbox"/>	USB-Adapter, please specify the brand and model: _____
<input type="checkbox"/>	Integrated Socket (RJ45, Ethernet)
<input type="checkbox"/>	Other: _____

**(4) DX Diag**

<input type="checkbox"/>	DxDiag.txt Run  Search: "dxdiag" -> "Save All Information..."
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**(5) Provide Log Messages.**

<input type="checkbox"/>	Log_YYYYMMDD_hhmm.txt (Select the file from the time of occur.) C:\Program Files (x86)\DR3_TMConfigurator_V14_2G_ALL_REG\LogFiles
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