


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"/> compact <input type="checkbox"/> dual		
Optical Resolution	<input type="checkbox"/> 5µm <input type="checkbox"/> 15µm <input type="checkbox"/> 30µm <input type="checkbox"/> µm		
Camera serial number			
CS-3D-Viewer version used		CS-3D-API Version used	
CST version used		Operating System	
Operating system			
Framegrabber		Type / Manufacturer	
CameraLink cable		Length / Type	

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 occur	<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)