



SUPPORT TICKET REPORT FORM

SAVE/DOWNLOAD THIS FILE TO YOUR COMPUTER
AND THEN OPEN IT IN ADOBE READER TO COMPLETE
THE FORM FIELDS, SAVE IT, AND THEN SEND IT

Name of submitter	
Organization	
Email address	
Date of report	
Operating system (select) and version	
Hardware platform (full details)	
Software product affected (select)	
Software version affected (Check the ABOUT form or INFO button on the software product)	
Filename of document affected (if applicable)	
Authorization code or license file used	
Source of document (Publisher name)	
Description of problem (please provide as much detail as possible, step by step). For PC and Mac reports please include the folder/directory location where you have saved your secure drmz or drmx file (e.g. your DOCUMENTS folder)	
Log files	Javelin for PC (via the File menu), Javelin for Mac (via the File menu) and Drumlin (via the Help menu, About form) all have log file facilities. Where possible replicate the problem and then request the log file from the software and include it with your submission
Screen shots	Where appropriate include clear screenshots that illustrate the problem
Additional comments/questions	