

DATA I/O

fax # (425) 869 2821 (programmer operation) email techhelp@data-io.com

Customer Resource Center - Information Request Form

When reporting a customer failure, please use this checklist to supply as much information as possible so CRC may duplicate the problem.

Device Information

1. Manufacturer _____

2. Exact part name/number written on device _____

3. Package (example: 32TSOP, 64QFP) _____

4. Date code / lot # _____

Equipment

1. Programmer type _____

2. Serial # _____

3. Software / Firmware version _____

4. Tasklink version (X: Not used) _____

5. Types of rail/modules (including - #'s) _____

6. Adapters used- (Sites/Bases/PPI's) _____

7. Select Device- (example: AMD 2764-LCC) _____

Error Description

1. Exact error message _____

2. Failure quantity (example: 3 out of 100 fail; 3% fail,etc...) _____

3. Amount of devices programmed _____

4. Operation in progress when failure occurs (example: Copy from Ram) _____

5. Other information which may help us duplicate this error condition _____

Elimination performed (to isolate cause of failure)

1. Does another machine of the same type display this error? _____

2. Does a different type of Programmer show this error? _____

3. Do different date coded devices fail? _____

4. Different software version tried? _____

Other information

1. Are samples of failed devices available? _____

2. Is the data file available? _____

3. Were samples sent to Data I/O Redmond? (CRC) _____

4. Reference # from Data I/O Redmond? _____

5. Investigation engineer/contact from Redmond? _____

6. Investigation engineer/contact from field? _____

7. Was a BUG# assigned? _____

お客様情報

貴社名：	
所属部課名：	
お役職：	
ご氏名：	
ふりがな：	
郵便番号：	
ご住所：	
電話：	
FAX：	
Email：	
その他：	