

**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：	