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Thank you for completing this form. Please send your response to **support@axxin.com**

Axxin Support Form	
Company:	
Name:	
Position:	
Email:	

Instrument Issue	Desktop Software Issue
The Instrument Serial Number is located on a label on the back side of the instrument. **Instrument Serial Number:** **Revision Number:**	*Check the Desktop Software version number, go to:* ***Desktop Application / About*** **Desktop software version:**
If you are able to access the device application screens. Navigate to: **Settings / About**. You will find the entire device Software, Firmware and Hardware information here. **Instrument Application Version x.x.x.x:**	*What Windows Operating System are you using?* *To find your system specification go to:* ***Control Panel / System and Security / System Information.*** *Record the Windows edition and the System type, e.g. Windows 7, 32 bit*
In your own words describe what the problem is. On which screen you were looking at when the error occurred and if any USB devices such as a USB Memory key or Printer Attached. How frequently are you seeing the issue? *(e.g. intermittent - every few tests)? Does the test run ever finish or does it always crash before this?* **Description of Fault:**	
Please supply the any additional files such as an instrument/desktop application log file, screenshots, videos and photos.	