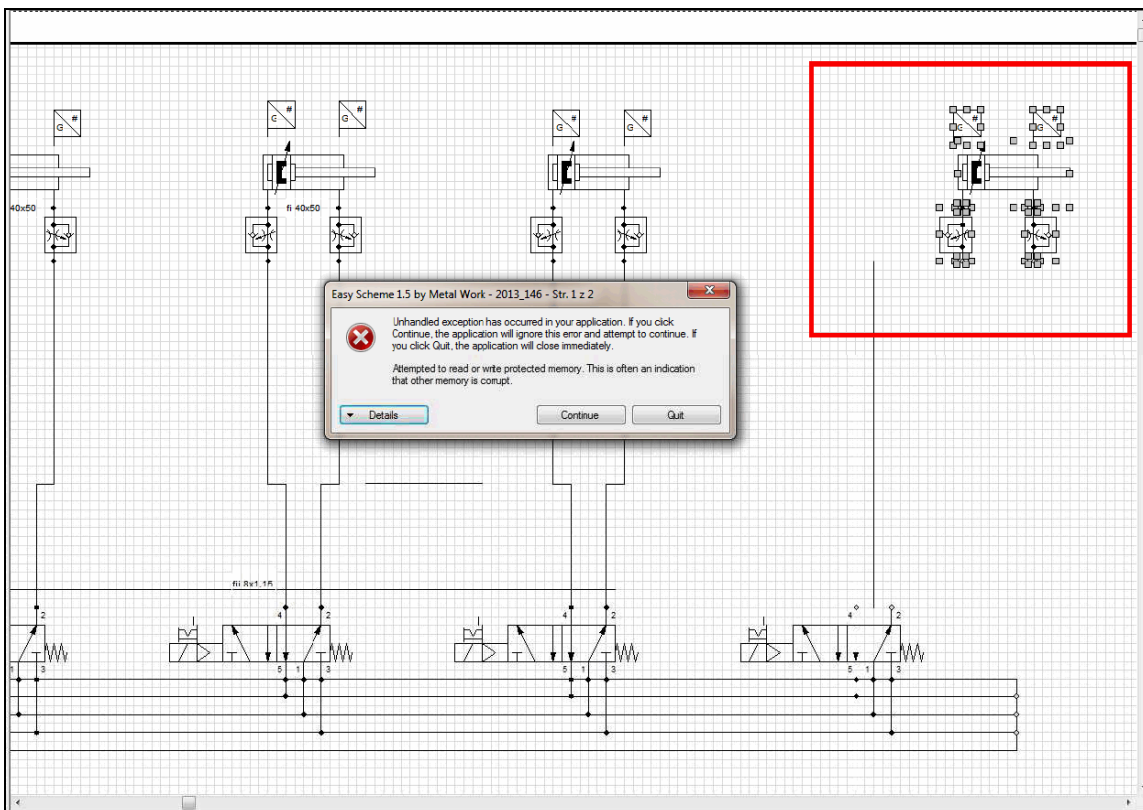Software is often subject to operating problems due to software bugs or incompatibility with the operating systems or configuration of the PC in which it is installed. Since Easy Scheme is now used by around 700 designers, we appeal to you again to help us improve this product by reporting any problems that occur. But for this to be of help to us, we need a series of details.
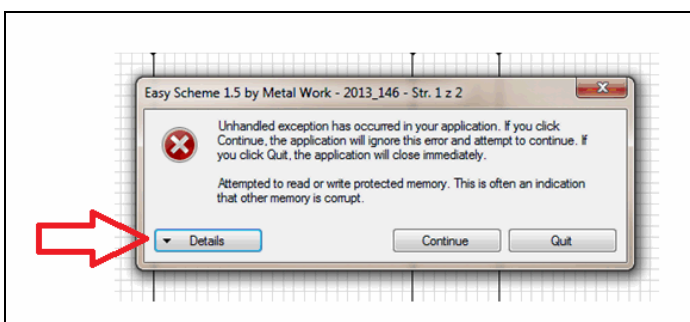Thank you for your understanding and cooperation.

This is the information we need:

1 – a brief description of the problem encountered, and the steps that led to the crash (e.g., "I copied a symbol and was pasting it", or "I was linking symbol X to symbol Y …").
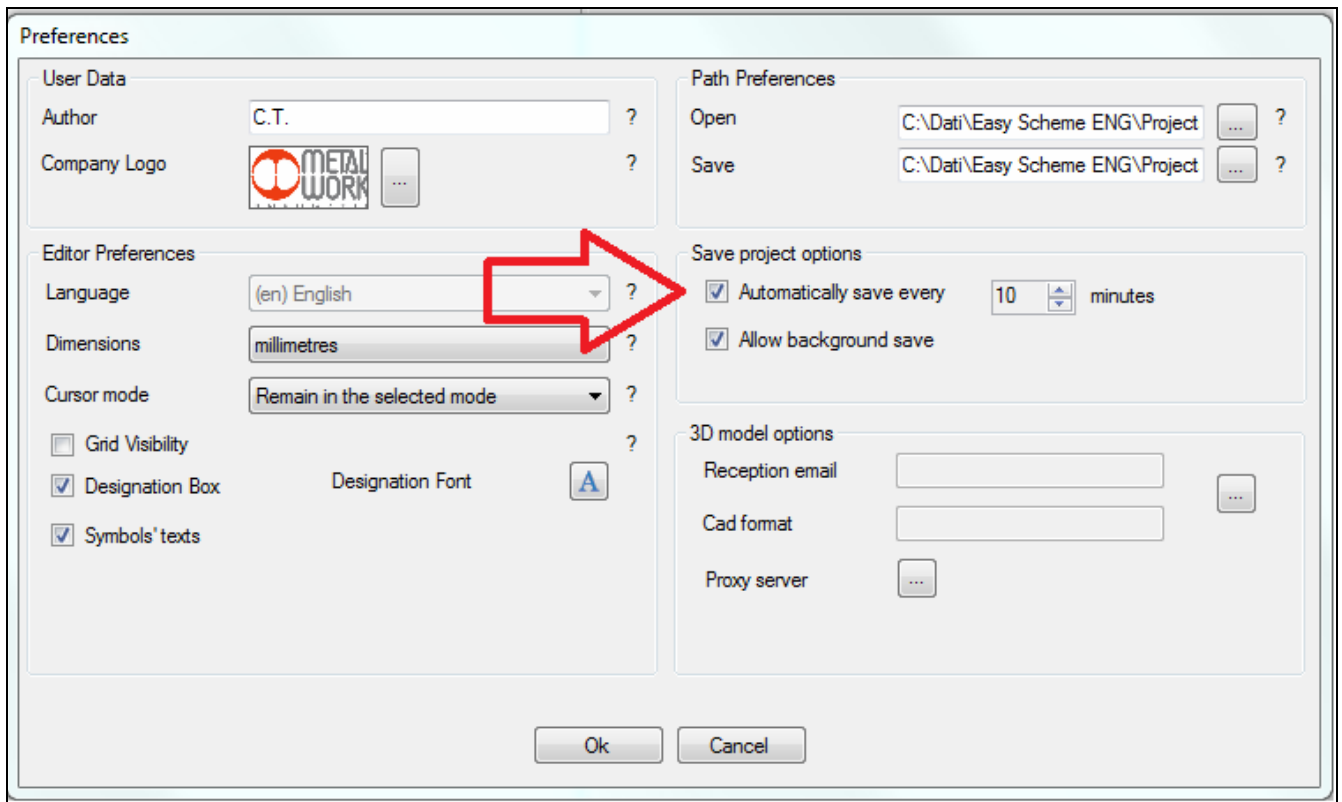
2 – the software page displayed at the time of the crash.

3 – the contents of the log file in the Details window.

4 – a copy of the project folder on which you were working, which is in the ….\Easy Scheme ENG\Projects or ….\Easy Scheme ITA\Projects directory. We suggest you always activate the data Autosave option from the File-Preferences menu.

5 – the Easy Scheme version you are using.
N.B. Make sure you are using the latest version published on the Metal Work website.

6 – the version of the PC system, including the type (e.g. 32/64 bit with W7 and over), and the Service Pack applied:
Computer (on desktop) >> right button >> Properties.

7 – any installation problems encountered and comments.