

Generating a System Report File for Technical Support

Overview:

If you are unable to solve any problem you may be having with your machine, and you wish to hire a qualified technician, this document details the steps needed to produce a system report file and e-mail that report.

A System Report File contains all of the system configurations in an easy-to-read text format that can be view with Windows Notepad. The purpose of this report is to assist someone not physically present at the control in troubleshooting and diagnostics.

Producing a Report:

The following steps will produce a system report file. You will need a blank, formatted 3.5" floppy disk.

1. From the CNC7 main screen, press <F7> for Utility
2. From the Utility menu, press <F7> for Report
3. Insert the 3.5" floppy disk when prompted
4. Press <any key> to generate the system report file

E-Mailing System Information to a Qualified Technician:

The first step in sending this information to a qualified technician is to contact Ajax at: tech@ajaxcnc.com or (814) 360-0279 to obtain the e-mail address and contact information of a Tech. Rep. near your location. A local Tech. Rep. is suggested in case on-site assistance is needed.

Once you have the necessary contact information, attach the report file to an e-mail along with the following information:

1. Type of machine
2. Installed options
3. Detailed description of the problem
4. Your complete contact information