

Smart Card Products

Ticket Registration

Contact Information

Company:

Date:

Country:

Service Contract #:

Name:

Customer Reference #:

E-Mail:

Description

Error / Change Request

Product Name: Select ...

Version # / Build #: Select ...

Subject:

Priority: Low

Description of Error / Change Request:

System Information

OS Platform Select ...

Smart Card Type Select ...

Smart Card Reader Select ...

Smart Card Initialization Select ...

Deployment Information

Description of the architecture (e.g.: Client/Server, RDP, Citrix, VPN, Domain relations, Workflow, PKI, ...)

Attachments

Refer to "Logging" in the products "Installation Manual" for information on creating trace files.

Certstore log file(s)

Minidriver/CSP log file(s)

PKCS#11 log file(s)

Smart card log

Product configuration files (Client)

Product configuration files (Server)

System log files

Other: