



MetaCreations Final Effects Complete Troubleshooting Worksheet

MetaCreations Technical Support

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Date: _____

Your Name: _____

Phone: _____

Fax: _____

☐ Macintosh ☐ Windows

System Software version: _____

MetaCreations Software version (ex. 4.1.2)

Found on the splash screen: _____

Serial #: _____

Description of Problem:

Do symptoms appear: Consistently Intermittently Once only

Describe how to duplicate the problem, step by step:

- 1)
- 2)
- 3)
- 4)

Have you checked our Web site, www.metacreations.com, to see if the solution to the problem is already posted? ☐ Yes ☐ No

Does the problem still occur under the following conditions?

Windows

Using Standard VGA video driver? Yes/No

When all TSRs are off? Yes/No

Macintosh

When all Extensions are off? Yes/No