

BR.io Error Summary Form

Use this form to collect information that you must provide to Bio-Rad Technical Support. Enter required details in the form fields below. Where necessary screen shots are indicated, capture and save each screen shot, and then save them in a zip file. For information, see the instructions at the bottom of this form.

Case Number	<input type="text"/>	Phone Number	<input type="text"/>
Company Name	<input type="text"/>	Date	<input type="text"/>
Primary Contact	<input type="text"/>	Time Zone	<input type="text"/>
Address/Country	<input type="text"/>		

Description of Error

System Information

Operating System	<input type="text"/>	Installed Memory	<input type="text"/>
32-bit or 64-bit	<input type="text"/>	Disk Size	<input type="text"/>

Browser Information

Browser	<input type="text"/>	Browser Version	<input type="text"/>
JavaScript Version	<input type="text"/>		

Take screen shots for the following:

- *Memory usage
- *JavaScript console
- *Network history
- *Local storage

For information on the screens to capture, see [Troubleshooting Tips > Documenting BR.io Errors](#), and then open the [Capturing Information](#) topics in the BR.io online help system.

For information on taking screen shots, see [Taking Screen Shots](#).

When you are finished, create a zip file containing the screen shots. For information on creating a zip file, see [Creating a Zip File in Windows](#).

Send this completed form and the zip file to Support@bio-rad.com (U.S. and Canada only). To speak with a technical support representative, call 1-800-424-6723, option 2, Monday through Friday, 5:00am to 5:00pm, Pacific Time.