



Using Report

Report is a special addon to Ameol that makes it easy for you to compose and deliver problem reports, queries or suggestions for improvement. Report is supplied as standard with every copy of Ameol, and new versions can be downloaded from the files topic as they become available.

Using Report

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Reporting Ameal Problems, Queries and Suggestions

When reporting a problem, query or suggestion related to Ameal, select the Applies to Ameal option.

Reporting Addon Problems, Queries and Suggestions

When reporting a problem, suggestion or a query related to an Ameol addon, select the Applies to addon option and select the addon from the list or enter its name in the field specified.

Reporting Problems

When reporting a problem, whether with Ameol or an addon, select the Bug option in the Report utility.

In the description, specify exactly what the problem is, with concise steps to reproduce the problem from a known, stable, situation (such as starting Ameol). The Ameol team need to be able to reproduce your problem in order to be able to fix it, so it pays to provide as much detail as possible as to what happened and what you were doing at the time.

Ensure that the Include list of installed addons in report option is enabled when filing a problem report. The list of installed addons is generally significant in helping to diagnose and reproduce the problem.

Making Suggestions

When making a suggestion, select the 'Request' option in the Report utility.

CIX staff always welcome suggestion for improvements to be considered in future versions of Ameol. Suggestions can take the form of minor changes to make Ameol more efficient or user friendly, or larger changes to add new functionality or redesign any portion of the program.

All suggestions are considered, and the wishlist topics in both ameol and ameol_reg (to which suggestion reports are posted) offer a forum for both CIX staff and others to discuss and refine suggestions.

Stop Press: CIX have provided a questionnaire addon which you can use to contribute feedback. This feedback will go towards helping to create the next version of Ameol!

Asking For Information

If you need help on using Ameol, select the 'Query' option in the Report utility.

Before posting a query, make sure that the User Manual or the on-line help do not already offer a solution to your query. In addition, if you have any messages from the ameol or ameol_reg queries topic, you can scan those messages to see whether your query has already been asked and replied to. Otherwise, when posting queries, be clear about what you are asking and if you were confused by some aspect of Ameol, mention where you were confused.

Most queries are the result of an error in the way Ameol was designed, and this helps CIX to improve Ameol to make it more user friendly.

Editing The Report After Saving

After you have saved the report, you can bring it up for editing by selecting it from the out-basket. Instead of the Report window, Ameol displays a new message window complete with extra details that it has added for the benefit of the moderator. Do NOT edit these extra details if possible.

Changing Report Configuration

Click the Configuration tab on the Report dialog to view and edit the current Report configuration settings. These settings are displayed at the end of all reports created with the Report addon and aid the Ameol team in helping to diagnose your problem or query.



Dialog Box Options

Ameol Version

This is the version of Ameol under which Report is being run.

Windows Version

This is the version of Windows under which Ameol is being run.

Windows Mode

This is the mode in which Windows is being run.

DOS Version

This is the version of MS-DOS under which Windows is being run. This setting is not applicable when running Report on Ameol32 under Windows/NT.

Processor

This is the processor fitted to your machine. Report does not attempt to identify the exact variation of your processor so you may wish to edit this setting if you know which CPU, make and stepping is fitted to your system.

Ameol Comm Driver

This is the name and version number of the communications driver built into Ameol. This should not be confused with the communications driver that comes with Windows upon which Ameol relies for all serial communications.

Reset To Default

Resets the settings listed above back to the default for the current environment. You should reset the settings if you change your software or hardware configuration after having edited the settings manually.

Save Configuration

Saves any changes made to the settings listed above.

