# ESdat Database Problem or Bug Resolution Form

Please use this form if you are seeing unexpected behaviour in ESdat.

**Background:**

Please send screen shots of your ESdat Network and Template Folders?

The folder paths are given in ESdat under Setup – Network Information and Setup – Template Path

 To send a screen shot open "My Computer" and navigate to those folders and press "Print Screen" on your keyboard.

**Please describe the error in your own words. Please also show two screen shots of the whole screen (not just the error), one screen shot immediately before you get the error, and one showing the screen with the error:**

**Did it just start happening?**

**Did anything change on your PC that you are aware of between when it wasn't happening, and when it started happening?**

**Does it happen for more than one existing project?**

**Does it happen for new projects? / the Sample Project?**

**Does it happen on another users PC? (if you have multiple licences)?**

**Does it happen if someone else tries it under their Windows Login on the same PC?**

**Does uninstalling and reinstalling ESdat (http://www.esdat.net/Download\_ESdat.aspx) resolve the issue?**