

## Trouble Report

Contributed by Administrator  
Wednesday, 07 March 2007  
Last Updated Sunday, 01 August 2010

About a trouble of software, I want to repair as much as possible.  
You follow the rule as possible, so that I give a precise response

\* There is rarely the case that an email does not touch me. You had better report it to this forum.

[In the case of a report to a forum]

You mention contents of a trouble in detail and the following matters to a forum of this site.

- \* A version of Tapur
- \* A version of Skype
- \* A version of the OS and a service pack
- \* Error messages

[In the case of a report by an email]

You mention contents of a trouble in detail and the following matters.

- \* A version of Tapur
- \* A version of Skype
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A log file is generated by the following folders.

(XP)

C:\Documents and Settings\ (a login user name)\Application Data\Tapur\log

(Vista/7)

C:\Users\ (a login user name)\AppData\Roaming\Tapur\log

You please attach a file made on the date and time when a trouble occurred to an email.

The log file is deleted when it passes more than 10 days.

E-mail address is support(a)tapur.com. (For an anti-spam, as for the following address, @ is displayed in (a) )