

VIRTUAL PACKAGE FAILING TO WORK PROPERLY

- Problem description. If there is an error message, attach the screenshot.
- Try running it with “-Remove” parameter, followed by “-SafeMode”. Does it help?
- Please send the package itself (i.e. via wetransfer.com) and if possible also the installer of the software itself (along with special installation instructions if needed).

We may come back to you with the following requests / questions:

- Using Process Monitor (<http://technet.microsoft.com/en-us/sysinternals/bb896645.aspx>), place a filter on Process Name and run the package with “-Troubleshoot” parameter. Reproduce the problem and attach the generated logs (both the Process Monitor’s and Troubleshoot logs).
- Does the package work on the machine on which the software was packaged?
- Does the package work better on any other machine?
- What is the OS & bit (32/64) on which it was packaged?
- What is the OS & bit (32/64) on which the package fails to work?

AN ISSUE WITH RUNNING THE CAMEYO CLIENT ITSELF (CAMEYOMENU.EXE)

- Problem description.
- Is there an error message? Attach screenshot if possible.
- What version of .NET framework is installed on the computer?

PROBLEM DURING PACKAGING (PACKAGER.EXE)

- Reproduce with Dbgview.exe (<http://technet.microsoft.com/en-us/sysinternals/bb896647.aspx>)
- Attach the resulting log.