

# Computer Performance Issue Report

**Submission Date:**

**User's Full Name:**

**Contact Details (Phone/Email):**

**Software Affected (Name & Version):**

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**Issue Summary:**

**1. Describe the main performance problems observed (e.g., slow load times, freezes):**

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**2. Details on any error messages displayed:**

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**Pre-installation and System Check:**

- **Did you review system compatibility requirements?**  
☐ Yes ☐ No
  - **Was the application launched with administrative rights?**  
☐ Yes ☐ No
  - **Were antivirus and firewall services temporarily deactivated?**  
☐ Yes ☐ No
  - **Previous versions of the software removed prior to installation?**  
☐ Yes ☐ No
  - **Temporary/cache files cleared to free up memory?**  
☐ Yes ☐ No
  - **Available disk space verified?**  
☐ Yes ☐ No
  - **System operating system updated to the latest version?**  
☐ Yes ☐ No
  - **Is the internet connection stable and confirmed?**  
☐ Yes ☐ No
  - **Review of installation logs for potential issues?**  
☐ Yes ☐ No
  - **Attempted operation in Safe Mode?**  
☐ Yes ☐ No
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**Observations and Recommendations:**

**1. Additional Notes or Observations (Include any unique system settings or configurations):**

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**2. Follow-up Actions Needed (e.g., software reinstallation, hardware diagnostics):**

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**3. Has technical support been contacted about this issue?**

☐ Yes ☐ No

- If yes, summarize guidance provided by support: