

PD 11 EVENT VIEWER PROFILE

As per your instructions, I brought up the Event Viewer and what I found I have profiled below:

1. Between the dates of 7/7/13 and 7/26/13, I had a recorded total of 18 PD 11 “errors” (crashes). Sixteen of them were classified as “*Event 1002*,” “Application Hangs.” The other two were classified as “*Event 1000*,” “Application Errors.”
2. The error profile, broken down by dates, is as follows:
 - 07/07/13 at 1:45 p.m. – Event 1002 (during initial download of PD 11 .exe file)
 - 07/11/13 at 8:32 p.m. – Event 1000
 - 07/11/13 at 8:45 p.m. – Event 1002
 - 07/14/13 at 2:13 p.m. – Event 1002
 - 07/15/13 at 5:04 p.m. – Event 1002
 - 07/15/13 at 5:07 p.m. – Event 1002
 - 07/15/13 at 7:54 p.m. – Event 1002
 - 07/15/13 at 8:01 p.m. – Event 1002
 - 07/16/13 at 10:07 a.m. – Event 1002
 - 07/16/13 at 5:15 p.m. – Event 1002
 - 07/16/13 at 5:21 p.m. – Event 1002
 - 07/16/13 at 6:25 p.m. – Event 1000
 - 07/17/13 at 12:41 p.m. – Event 1002
 - 07/25/13 at 12:14 p.m. – Event 1002
 - 07/25/13 at 4:23 p.m. – Event 1002
 - 07/25/13 at 4:48 p.m. – Event 1002
 - 07/25/13 at 4:51 p.m. – Event 1002
 - 07/26/13 at 11:46 a.m. – Event 1002

You will note from the above sequence of event dates that I had multiple crashes on many of the same dates. To me, this shows the instability of either the software and/or my new computer. I am hoping that you will be successful in locating and resolving the cause of the problem. I will do everything in my power to provide you with all the data you need to assist me in resolving the issues.