



The Support Center is your link to Deneba customer service, technical information, software downloads, and Deneba's user group.

- Search Knowledge Database
- Online Support Forums
- Support Policy and Contact Information
- Software Downloads
- Canvas Tips and How-tos
- Latest Version Numbers

- Online Documentation for Canvas™ 7
 - Canvas 7 Getting Started Guide
 - Canvas 7 Online User's Guide
 - Canvas 7 Online Help
 - Canvas 7 Clip Art On-Line

Search the entire 3-CD clip art collection on-line. Powered by DIGS™ technology.

- Online Documentation for DenebaCAD 2

- DenebaCAD 2 User's Guide

- Contact Support
 - Serial number
 - Evaluation Software
 - Installation
 - Printing
 - Import/Export
 - Report a bug
 - Other



Serial number

If you are having a problem with your Deneba Product serial number, provide the requested information below and submit this form to Customer Support who will assist you in a timely manner.

First

Last

email address

Deneba product

Serial number

Description

Cancel

Reset

Submit

Evaluation Software

If you are having difficulty downloading or activating Deneba evaluation software, provide the requested information below and submit this form to Customer Support who will assist you in a timely manner.

First

Last

email address

Country

Deneba product

Description

Cancel

Reset

Submit

Note: International customers routinely have problems downloading. An auto response to this form could include the contact information for the distributor in the senders country so they can request a eval CD.



Installation

If you are having difficulty installing your Deneba product, review the following Knowledgebase articles.

If you still have problems installing after reviewing this material, provide the requested information below and submit this form to Customer Support who will assist you in a timely manner.

First	Last
<input type="text"/>	<input type="text"/>

email address

Deneba product

Serial number

Platform

OS Version

Processor speed

RAM

Available Drive Space

Description (include error messages if any)

Cancel

Reset

Submit



Printing

Review the following Knowledgebase articles covering known printing issues.

If you still have printing problems after reviewing this material, provide the requested information below and submit this form to Customer Support who will assist you in a timely manner.

First	Last	
<input type="text"/>	<input type="text"/>	
email address		
<input type="text"/>		
Deneba product	Serial number	
<input type="text" value="Pop-up list"/>	<input type="text"/>	
Platform	OS Version	
<input type="text" value="Pop-up list"/>	<input type="text"/>	
Processor speed	RAM	Available Drive Space
<input type="text"/>	<input type="text"/>	<input type="text"/>
Printer make & Model	Type	Driver Version
<input type="text"/>	<input type="text" value="Pop-up list"/>	<input type="text"/>
Description (include error messages if any)		
<input type="text"/>		
<input type="button" value="Cancel"/>	<input type="button" value="Reset"/>	<input type="button" value="Submit"/>



Import/Export

Review the following Knowledgebase articles covering known import/export issues.

If you still have import/export problems after reviewing this material, provide the requested information below and submit this form to Customer Support who will assist you in a timely manner.

First	Last
<input type="text"/>	<input type="text"/>

email address

Deneba product	Serial number
<input type="text" value="Pop-up list"/>	<input type="text"/>

Platform	OS Version
<input type="text" value="Pop-up list"/>	<input type="text"/>

Processor speed	RAM	Available Drive Space
<input type="text"/>	<input type="text"/>	<input type="text"/>

Printer make & Model	Type	Driver Version
<input type="text"/>	<input type="text" value="Pop-up list"/>	<input type="text"/>

Description (include error messages if any)

Cancel

Reset

Submit



Report a bug

If you find your Deneba program fails to function as intended, provide the requested information below and submit this form to Customer Support. Once Support is able to reproduce the problem, it will be submitted as a bug report. Product Development will investigate the issue and determine if it can be addressed in a future update.

NAME: First

Last

email address

Deneba product

Serial number

Platform

OS Version

Processor speed

RAM

Available Drive Space

If applicable...

Printer make & Model

Type

Driver Version

Please provide a step by step procedure, which will reproduce the problem. Include error messages if any.

Cancel

Reset

Submit





