

July 25, 2011

I have been using various versions of 32-bit EzStamp for several years.

Recently, I purchased a new computer which came with 64-bit Vista Home Premium. As you may have guessed, the 32-bit version of EzStamp would not run in 64-bit mode, so I used VmWare to provide a virtual environment for 32-bit EzStamp.

I asked the developers of EzStamp if they had a 64-bit version available. They reported that they did not, but were working on one.

A couple of weeks ago, I received an email from EzStamp informing me that the 64-bit version was now available, so I purchased a copy.

The program was a breeze to install. I converted my old 32-bit stamp database to the new 64-bit format with a convenient utility provided in the latest version of the 32-bit EzStamp program.

After EzStamp8 was validated (and a new FREE update installed) I stuck my flash drive containing my converted database into my computer, double-clicked on EzStamp8, clicked on "File \ Export and Import \ From Prior Ezstamp" and in a few seconds I had a brand spanking new database running with loads of new features.

Time to test the new program to see how it performed, so I chose to do an "Inventory Report". In the second drop-down window, near the bottom, is a field called "Report Profile". This field is supposed to show 13 options such as

- 1) "Default Basic Inventory",
- 2) "Detailed FDC Cachet Report",
- 3) plus 11 more reports formats.

My drop-down window showed none of these 13 "Report Profiles"! The only entry in this field was "<No Report Profile>".

After a couple of hours of trying to fix the problem on my own, I gave up.

I emailed EzStamp concerning my problems. Within about 20 minutes I had a response from the developers, and we began a series of tests. More than a dozen emails went back and forth, emails containing instructions on tests to run, what files were in certain directories, file locations, system setting etc. They even talked to me by telephone to discuss things a little too complex to put in a quick email.

To make a long story short, within about 24 to 36 hours, the developers emailed me a new EzStamp executable file. After installation of this new file, EzStamp8 worked!! All the Search and Report options which had been hidden were now available.

The EzStamp developers determined that my problem was a Windows attribute problem. Somehow my computer has turned on a hidden and non-documented attribute called the "N" attribute. The executable they emailed to me made allowances for this attribute. The developers told me that they would be making this "fix" available in a subsequent free download.

I can't express how impressed I am with the quick response and the professionalism shown me by the developers of EzStamp during this exercise. Other dealings I have had with customer support for other software and hardware companies pale by comparison

I have not used competing stamp database programs for many years, so I have nothing to compare EzStamp with. If you need a stamp database program which is loaded with features and has excellent (way above average) customer support, give this product a try.

David Barlow, Canada