

How to get technical support

(Troubleshooting Clarity Lite)

If you encounter any problems while using Clarity Lite, please do not hesitate to contact Technical Support for help.

Before you contact Technical Support

- Consult online help
Pressing the **F1** key in the dialog where you encounter problems will invoke context help.
- Check our web page for available program updates to your version
Use the **Help - Check for Updates** command in the **Clarity Lite** window if the computer with Clarity Lite station is connected to the Internet, or check our web pages at www.dataapex.com in the *Downloads - Full versions* section.
- Check the **Clarity Discussion Forum** - many troubles can be solved there. It is available at <http://forum.dataapex.com>, also available through the *Support – Discussion forum* menu command on DataApex website.

Collecting information for Technical Support

When contacting Dataapex Technical Support, please send us the following information and files:

- description of your problem
- relevant chromatogram (*.prm), sequence (*.seq), report style (*.sty) and any other relevant files (e.g. exported data).

Files from the Clarity Lite installation folder (C:\CLARITY_LITE\CFG):

- systeminfo.txt
- others.ini
- clarity.cfg
- clarity.dsk

Everything from subfolder C:\ CLARITY_LITE \Cfg\Debug_Logs especially

- badtrace.txt
- install.log, install.move.log
- *.log files from *PgmLog* subfolder (since version 8.6)
- *.dmp files (for Clarity since version 2.4 - located in the C:\ Clarity_Lite \Cfg\Debug_Logs)

Files from Audit_Trails folder (C:\CLARITY_LITE\CFG\AUDIT_TRAILS):

- YYYY_MM_DD.AUDIT files from last two days (in earlier versions LOG extension was used)
- YYYY_MM_DD.AUDIT.BAK (might not be presented)

Note: *Those files contain information regarding the settings of your Clarity Lite station as well as record of last actions that have been performed by Clarity Lite. This information will help us to diagnose your problem.*

Clarity Lite function – "Send Report by E-mail":

If the **Clarity Lite** station is installed on a computer that is connected to the internet, it is easier to let **Clarity Lite** collect the necessary information **automatically**:

- Using the **Help – Send Report by E-mail** command from the main **Clarity Lite** window a new email message in your default email program will be created and the necessary common files will be automatically enclosed as an attachment.
- Then you can fill in the description of the problem, enclose the relevant chromatogram (*.prm), sequence (*.seq), report style (*.sty) and send the email to the DataApex technical support.