

How to get technical support?

Troubleshooting Clarity

If you encounter any problems while using Clarity, please do not hesitate to contact technical support for help via email at support@dataapex.com. To diagnose your problem, DataApex will need files containing information about the settings of your Clarity station and a record of the last performed actions (a complete list of requested files is provided below).

Before you contact technical support

- Consult online help
Pressing the **F1** key in the dialog where you encountered the problem will invoke **context help**.
- Check our website for **available program updates** to your version – only the latest version is supported
Use the *Help – Check for Updates* command in the Clarity window (internet connection necessary) or view the *Downloads – Full versions* section at www.dataapex.com.

Collecting information for technical support

When contacting [DataApex technical support](#), please provide the **description of your problem** and send us the following files (as sorted by priority from the highest):

1. Files from the Clarity installation folder (C:\Clarity\Cfg)

- SystemInfo.txt, Clarity.cfg and all *.dsk files

2. Files from the Log folder (C:\Clarity\Cfg\Audit_Trails)

- YYYY_MM_DD.audit files from the day when the issue occurred + from a few days before and after
- YYYY_MM_DD.audit.bak (might not be present)
- Global audit trail from the subfolder \Global (YYYY_MM_DD_global.audit)

3. Everything from the subfolder C:\Clarity\Cfg\Debug_Logs, especially

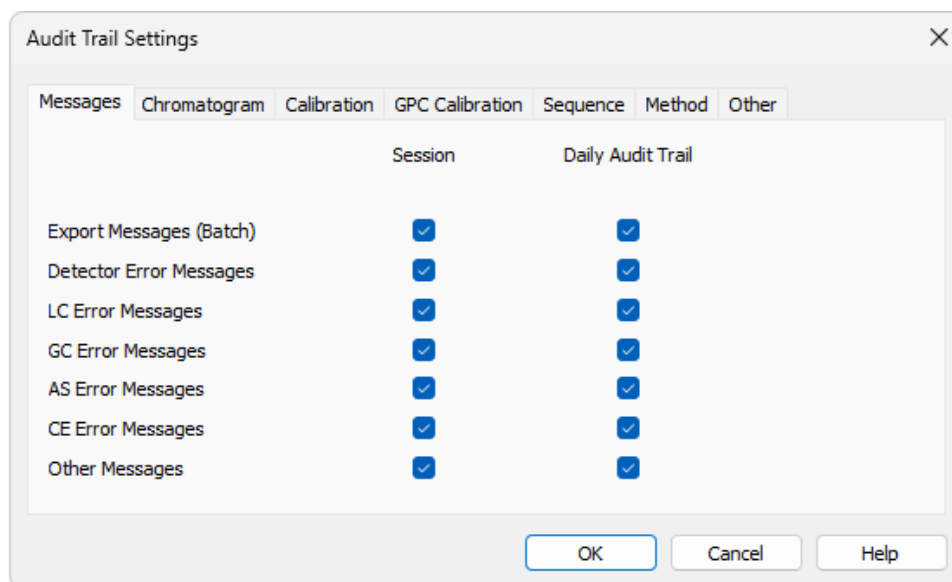
- install.log, install.move.log
- BadTrace.txt (if present)
- *.dmp files (if present) – include only those from the day when the issue occurred + from a few days before and after (these files can be quite large – if it is not possible to send them via email, you can use, e.g., uschozna.cz)
- *.log files from the PgmLog subfolder (since version 8.6)

4. Methods (*.met) used during the analysis, sequences (*.seq), measured chromatograms (*.prm), report styles (*.sty) and any other relevant files (e.g., exported data)

Preferred Audit Trail settings

A more detailed record of the actions performed would be helpful for troubleshooting. Set the Audit Trail settings according to the following instructions to achieve this.

In the main Clarity window, use the *System – Audit Trail* option to open the Audit Trail window. Use the *View – Properties* command to open the Audit Trail Settings dialog. Check all options on every tab in the Daily Audit Trail column.



Audit Trail Settings – all checkboxes in the Daily Audit Trail column should be checked

Clarity function "Send Report by E-mail":

If the computer with Clarity is connected to the internet, it is easier to let Clarity collect the necessary information automatically. Note that it is required to have an e-mail client installed (other clients than Outlook may not work properly).

- Using the *Help – Send Report by E-mail* option from the main Clarity window, a new e-mail message in your default e-mail client will be created, and the necessary common files will be automatically enclosed as an attachment. If the size of the attachment is too large, consider sending the files using, e.g., uschozna.cz.
- Subsequently, you should fill in the description of the problem, enclose the relevant chromatogram (*.prm), sequence (*.seq), or report style (*.sty) files, and send the e-mail to the DataApex technical support.

Recording device communication

For troubleshooting purposes, it is helpful to record the communication between Clarity and the device. This can be done using the CommDrv.ini utility. To activate the recording and specify the file for storing the recorded communication, set the [COMx] key(s) with the following parameters in the CommDrv.ini file located in the Clarity installation folder (C:\Clarity\Cfg by default):

```
[COM1]
echo=ON
textmode=ON
filename=CommDrv1_%D.txt
reset=OFF
```

Explanation of the parameters:

- Echo – communication recording setting (OFF by default).
Note: If you are not sure which COM port is used, set Echo=ON in all sections or add new sections for COM ports above COM4.
- Textmode – format of the record
The possible options are ON, OFF, and Both. If ON is set, the record will be saved in text format. With the OFF option, the format will be binary. Option Both saves the record in both formats.
- Filename – specifies the file where the communication will be stored. If the path is not specified, the file will be located in the same folder as the CommDrv.ini file.
Not received or unrecognized replies will be recorded as "Timeout on Com line".
The %D variable indicates that the log will be created for each day separately.
- Reset – log erasing setting
When ON is set, the log file will be erased at each station start. With the OFF option, the log is not erased automatically and can increase substantially over time.

Note: The CommDrv.ini file can be edited by any text editor (e.g., Notepad). Separate entries can be specified for each COM port. Please refer to the Troubleshooting chapter in the instrument manual for instructions on how to set the specific instrument section (manuals can be downloaded on our website).

For LAN communication, use the section TCP_IP. The [TCP_IP xxx:yy] key should contain the corresponding device IP address and port number (port number can be found in System Configuration or manual).

Step-by-step: How to use CommDrv.ini for communication recording

- Open the CommDrv.ini file located in the C:\Clarity\Cfg folder using text editor.
- Change the Echo=OFF option to Echo=ON in the appropriate COM (or TCP) section corresponding to the COM port used for communication with the device.
- Perform the problematic actions with the controlled device.
- Attach the created CommDrv.log file from the C:\Clarity\Cfg\Debug_Logs folder to your report.

Created logs can be quite big, depending on the device from which they were recorded. Once the size exceeds 100 MB, communication will be recorded to a new file with a numbered suffix. **Please do not forget to open CommDrv.ini and set the Echo=ON back to Echo=OFF after recording.**

Note: For specific settings and/or communication limitations, check our documentation (manual of the particular control module or the context help – section Troubleshooting) and also the documentation that was bundled with the device. Communication recording via CommDrv.ini may not be possible on some instruments that either use their own communication libraries (e.g., Shimadzu LC-10/20 System, Shimadzu LC-10/20 Pumps, CTC-PAL) or communicate through

the USB port (e.g., Rheodyne MX-II valves) or have separate logging (e.g., Knauer). Some devices require unique identification, which can be hard to acquire, and therefore, communication recording might not be possible.

Note: The relevant Method Setup/Device Monitor sections (Status or About buttons) may contain additional HW configuration parameters.