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 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 Lite window (internet connection necessary) or view the *Downloads – Full versions* section at www.dataapex.com.

Note: Clarity full version is necessary if you plan to use any instrument control.

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 Lite installation folder (*C:\Clarity_Lite\Cfg*)**

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

2. **Files from the Log folder (*C:\Clarity_Lite\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_Lite\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., uschovna.cz)

- *.log files from the *PgmLog* subfolder (since version 8.6)

4. **Relevant chromatograms (*.prm), sequences (*.seq), report styles (*.sty), and any other relevant files (e.g., exported data)**

Note: Those files contain information regarding the settings of your Clarity Lite station as well as the record of the 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 software 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 option from the main Clarity Lite 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 (works best with Outlook).

- Subsequently, you can 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.