

How to Report Errors or exchange Results


For solving any problem or discussing measurement results it is the most effective way to sent databases, support information and log files.

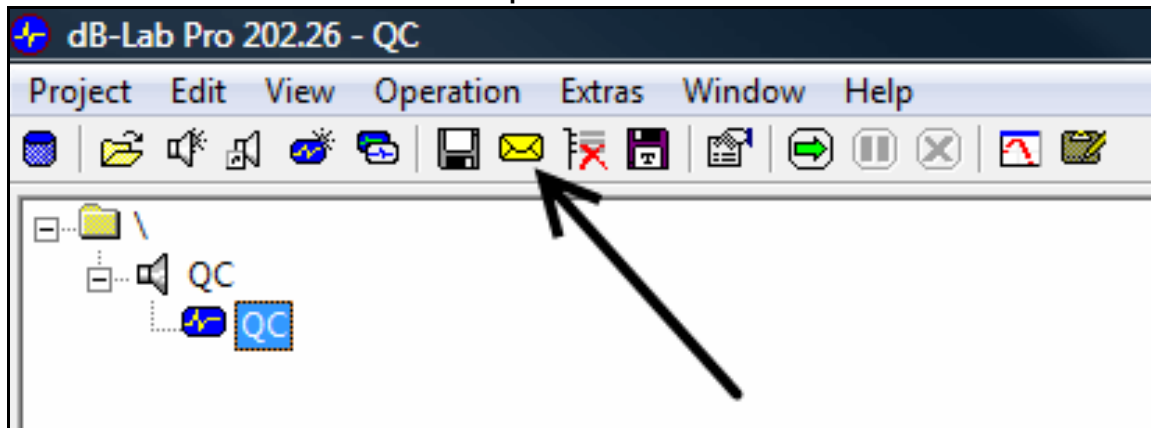
Screen shots and print out reports gives us less possibilities to help you as fast as possible.

All customer measurement data that are sent for support issues will kept strictly confidential.

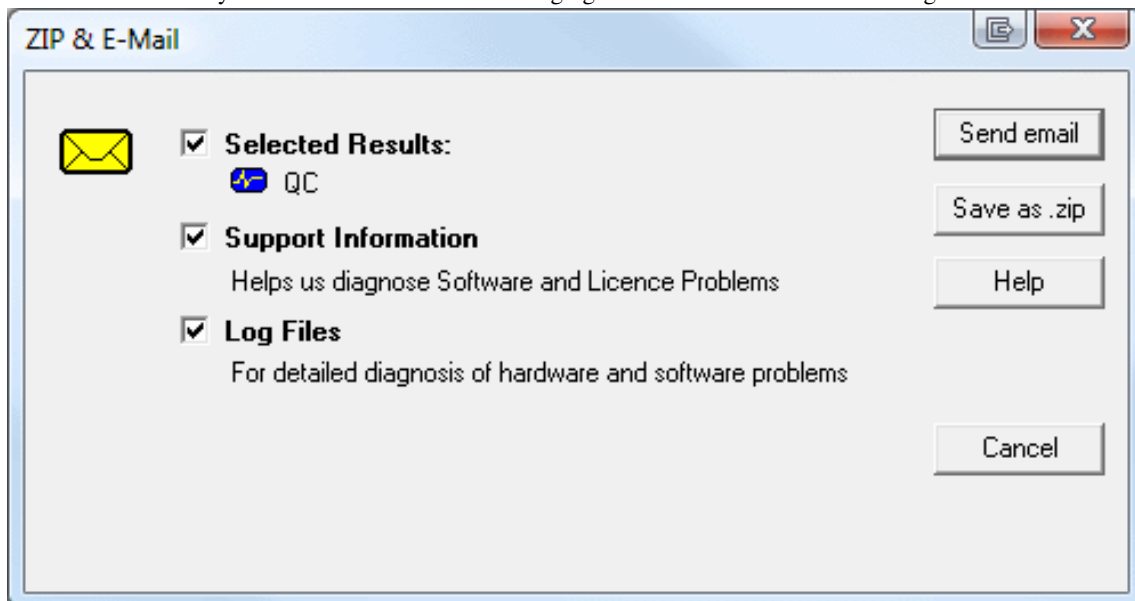
Procedure in QC Engineer Mode:

To prepare an e-mail for support or exchanging results:

1. Click the  button or choose **Extras / Zip&e-mail**



2. Enable **Selected Results**, **Support Information** and **Log Files** for a support question.
Or enable only **Selected Results** for exchanging measurement results with colleagues.



3. Click **Send e-mail**
Alternatively, click **Save as .zip**, and attach the zip file to your e-mail.

Procedure in QC Operator Mode:

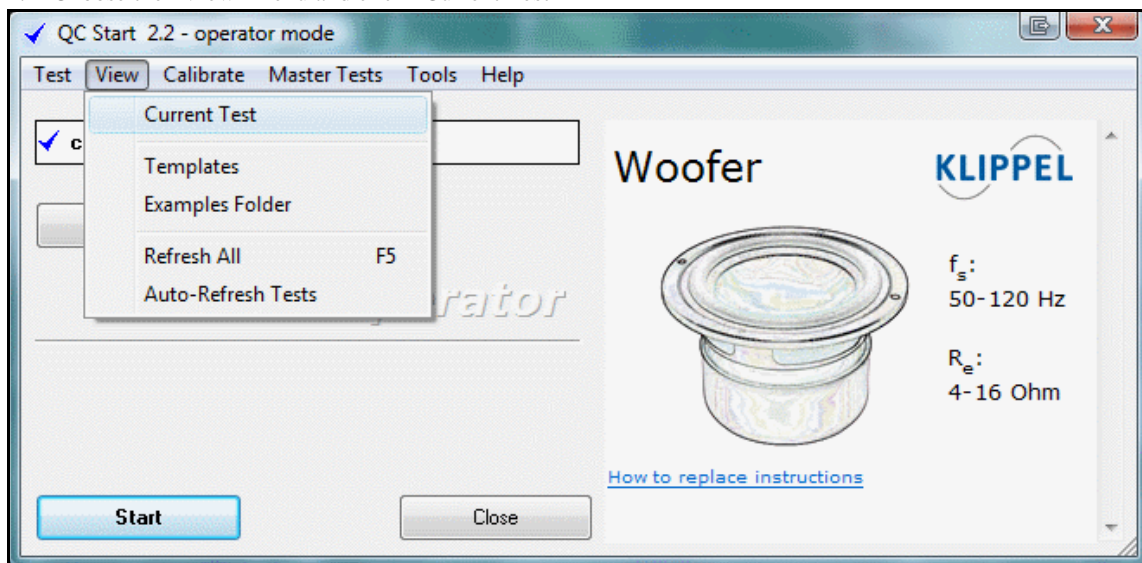
In the Operator Mode there are two different ways to send databases and support information.

1. For sending the support information and databases:

1. Open the Klippel dB-Lab software.
2. Select the database you want to send.
3. Follow the instructions in the Engineer Mode.

2. For sending only a database with the actual displayed error message:

1. Close the QC software to come back to the QC Start Tool.
2. Choose the "View" menu and click "Current Test"



3. The Windows Explorer will be opened in the folder there the databases from the currently used test are stored. Select the database you want to send, zip it and attached it to an email.
4. In the e-mail, please include a description of the problem. Depending on the actual problem, interesting questions are:
 - Since when does this happen? Did you install an update, move to another computer, are you working with a new type of driver?
 - How often does this happen? Always, most of the time, rarely? Only with specific settings?
 - Is there a sequence of steps involved where this problem occurs always, or more often?

When you click "Send e-mail...", your default e-mail client (e.g. Outlook or Netscape) should show an e-mail with the necessary attachments. You can fill in the receiver address and additional comments.

"Send e-mail" doesn't work? We use a Windows standard interface (MAPI), and tested the most popular e-mail clients, but it may not be working with yours. Sorry!

If you have problems with sending mail directly, you can also click "Save as .zip" instead. A .zip file is created with all the information selected, which you then can send manually.

"Save as .zip" also helps to transfer data easily from a non internet measurement PC to an internet connected office PC.

Note: Please consider the size of the attachment. The receiver may not have an internet connection as fast as yours, and some mailboxes restrict the size of attachments. If the attachment is bigger than ca. 1MB it is a good idea to ask the receiver first if he can accept large attachments.

More information can be found in:

The KLIPPEL ANALYZER SYSTEM USER'S GUIDE "dB-Lab",
Send Results Quickly in the *Tips and Tricks* section or in the
How to Report Errors in the *Malfunction and Troubleshooting* section.
Or in the QC USER MANUAL, Support Information for Performance Problems in the Troubleshooting section.

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