


How to Report Errors or exchange Results

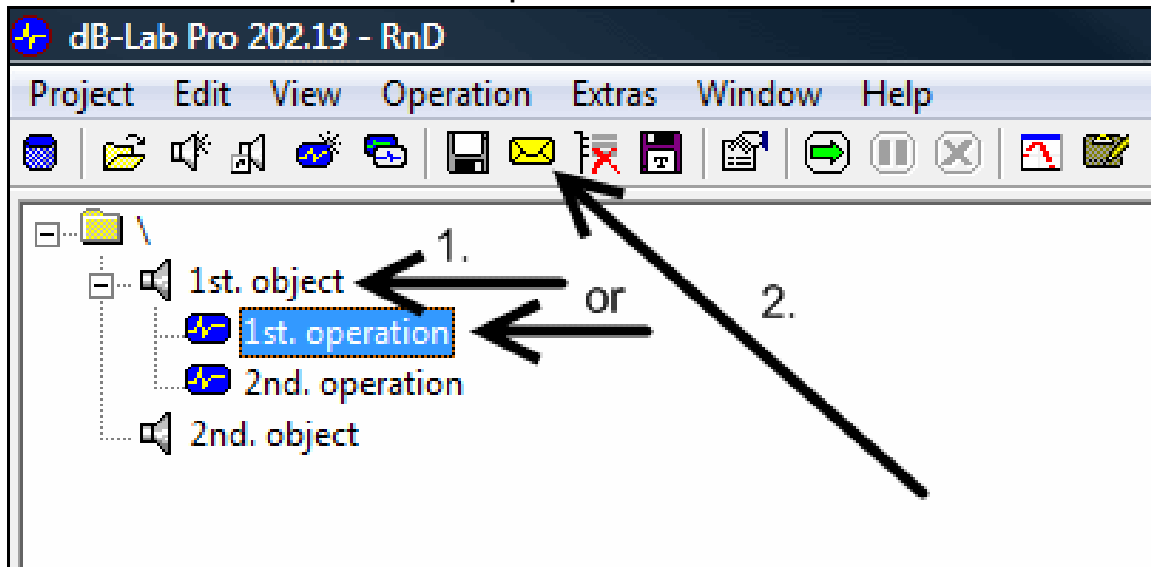
For solving any problem or discussing measurement results it is the most effective way to send databases, support information and log files.

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

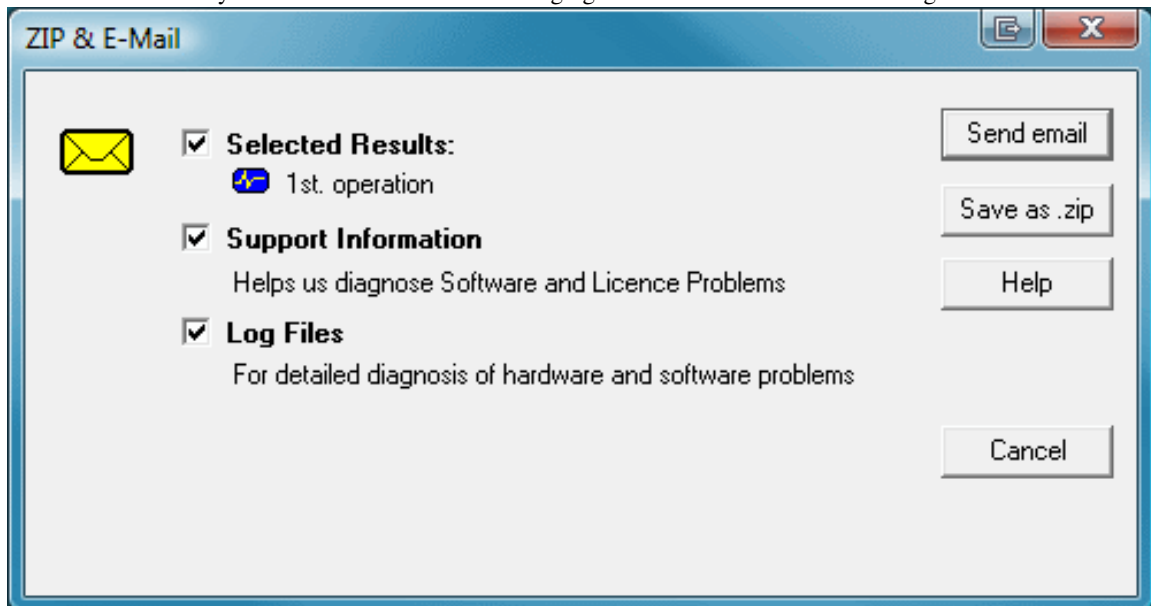
All customer measurement data that are sent for support issues will kept strictly confidential.

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

1. Select the operation (or an object with multiple operations) in the project window.
2. Click the  button or choose **Extras / Zip&e-mail**



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



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

5. 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 you 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.

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