



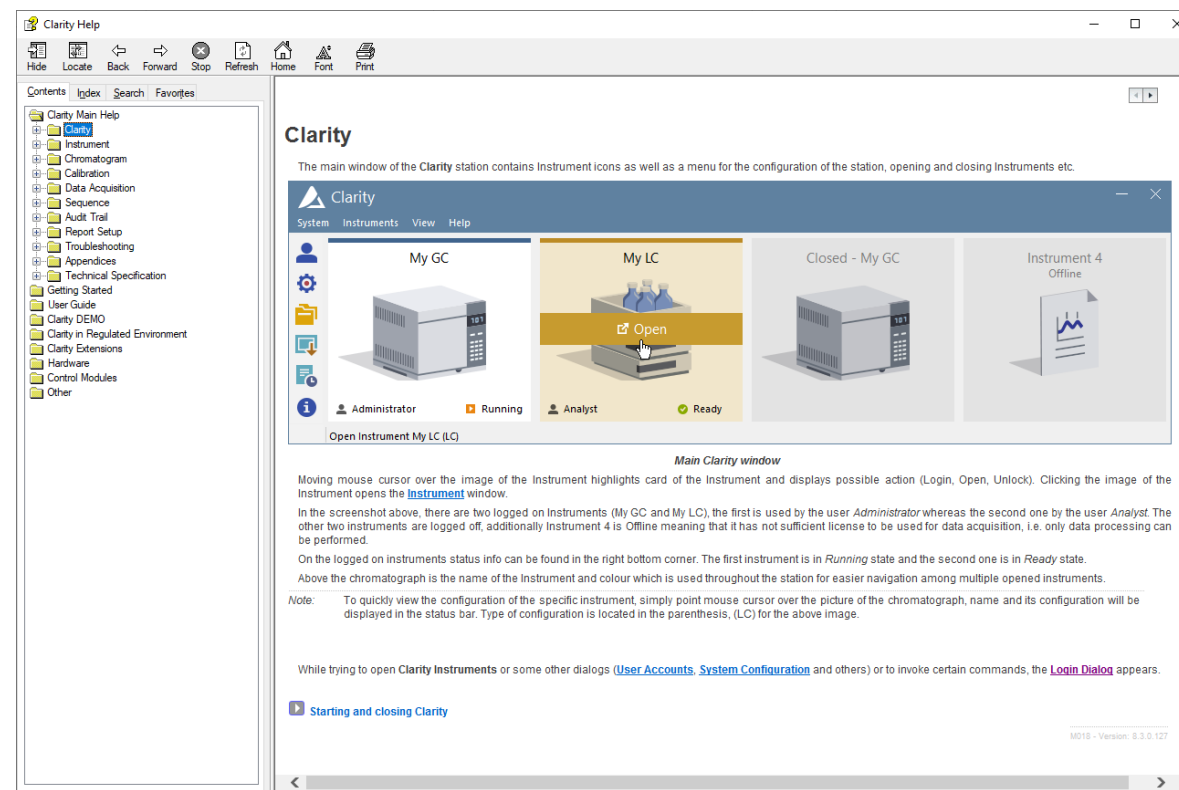
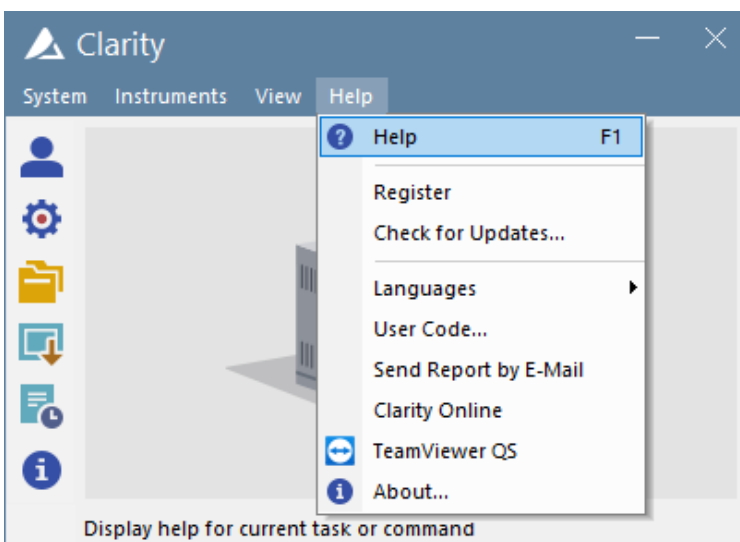
# TROUBLESHOOTING

## DISTRIBUTOR TRAINING

P012/80F 04/2022

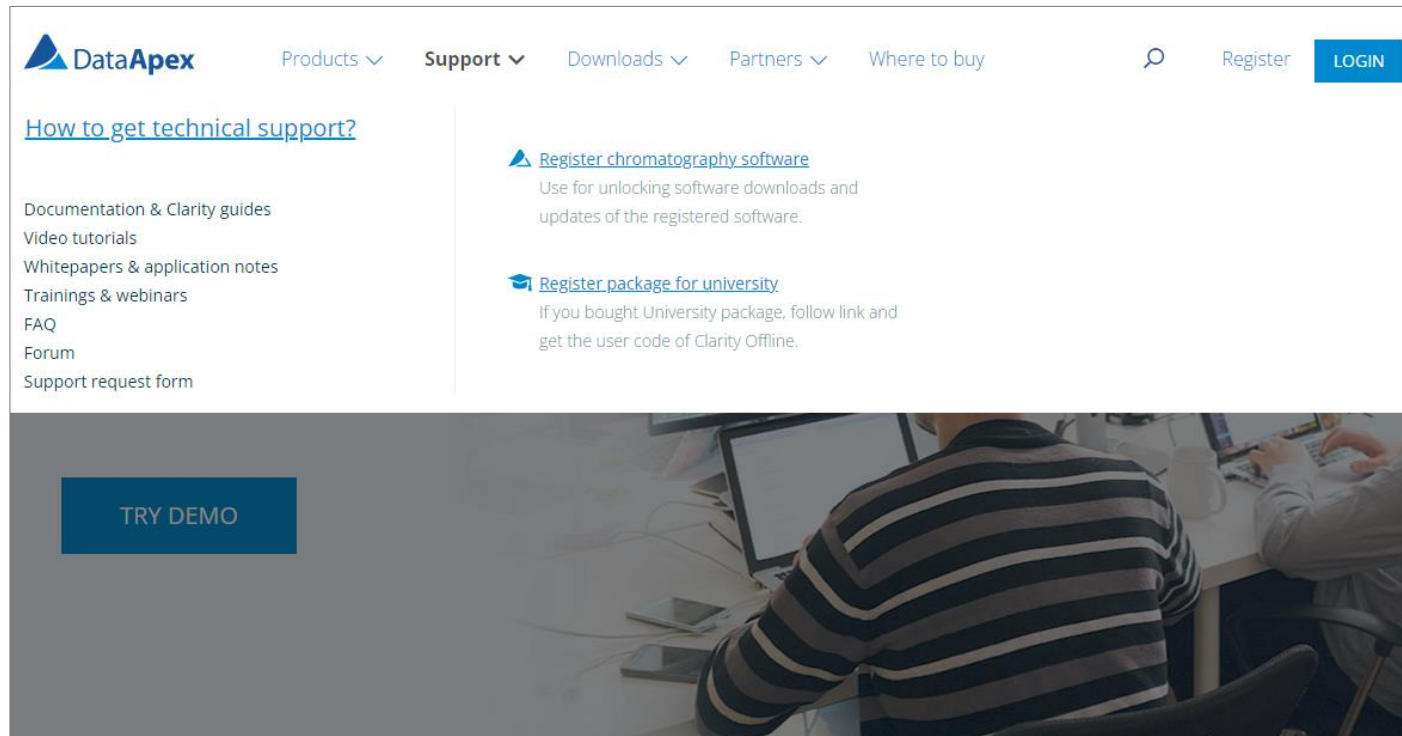
# Context help

➔ Use F1 key for context help



# Information on our website

➔ Manuals, FAQ, Discussion forum on the WEB



The screenshot shows the DataApex website's support section. At the top, there is a navigation bar with the DataApex logo, a search icon, and links for Products, Support, Downloads, Partners, and Where to buy. A Register button and a blue LOGIN button are also present. The main content area is titled "How to get technical support?" and lists several resources: Documentation & Clarity guides, Video tutorials, Whitepapers & application notes, Trainings & webinars, FAQ, Forum, and Support request form. Two featured links are highlighted: "Register chromatography software" (with a blue triangle icon) and "Register package for university" (with a blue graduation cap icon). The "Register chromatography software" link includes the text: "Use for unlocking software downloads and updates of the registered software." The "Register package for university" link includes the text: "If you bought University package, follow link and get the user code of Clarity Offline." At the bottom of the page, there is a dark blue button labeled "TRY DEMO" overlaid on a background image of a person working at a computer.

# Information on our website

The screenshot shows the top navigation bar of the DataApex website with links for Products, Support, Downloads, Partners, and Where to buy, along with a search icon, Register, and a LOGIN button. Below the navigation, the breadcrumb path is 'Home / FAQ'. The main heading is 'FAQ'. A sub-heading reads: 'This page lists frequently asked questions about Clarity, CSW32 and CSW17 chromatography software. You can perform a fulltext search of all FAQs or select from the predefined categories.' There are three filter sections: 'Text filter' with a text input field containing 'What are you looking for?', 'Category' with a dropdown menu set to 'All (150)', and 'Sort By' with a dropdown menu set to 'Date'. Below the filters are two buttons: 'EXPAND ALL' and 'COLLAPSE ALL'. The first FAQ item is expanded, showing a plus icon and the text: 'The device connected via LAN does not communicate after restarting the PC, ... autodetection again.' The second FAQ item is collapsed, showing a plus icon and the text: 'Getting "Out Of Memory" errors?'.

The screenshot shows the top navigation bar of the DataApex website with links for Products, Support, Downloads, Partners, and Where to buy, along with a search icon, Register, and a LOGIN button. Below the navigation, the breadcrumb path is 'Home / How to get technical support?'. The main heading is 'How to get technical support?'. A sub-heading reads: 'Here in the technical support center, you'll find answers to frequently asked questions, tutorials, or a technical support form.' To the right of the text is an illustration of two blue speech bubbles, one containing a question mark. Below the text is a section titled 'Documentation & Clarity guides' with the text: 'We provide [web-based documentation](#) together with a user guide with a large source of [Standard Operating Procedures \(SOP\)](#).' At the bottom of the page is a button that says 'FIND ANYTHING IN HELP →'.



## Support request form

Please carefully complete this form. The more information we get, the better we can provide you with the appropriate solution to your problem. If you prefer not to use our forms, you may also send a request by e-mail to our technical support at [support@dataapex.com](mailto:support@dataapex.com). You will receive a reply within 24 hours of the next business day.

Please read the [Technical support note](#) or [Technical support note - Clarity Lite](#) before sending the request.

### 1 Are your contact details up-to-date?

How should we address you? \*

Mr.  Ms.  Other

Name \*

Enter your full name

Company \*

Enter an official company name

City \*

Enter the city in which you work

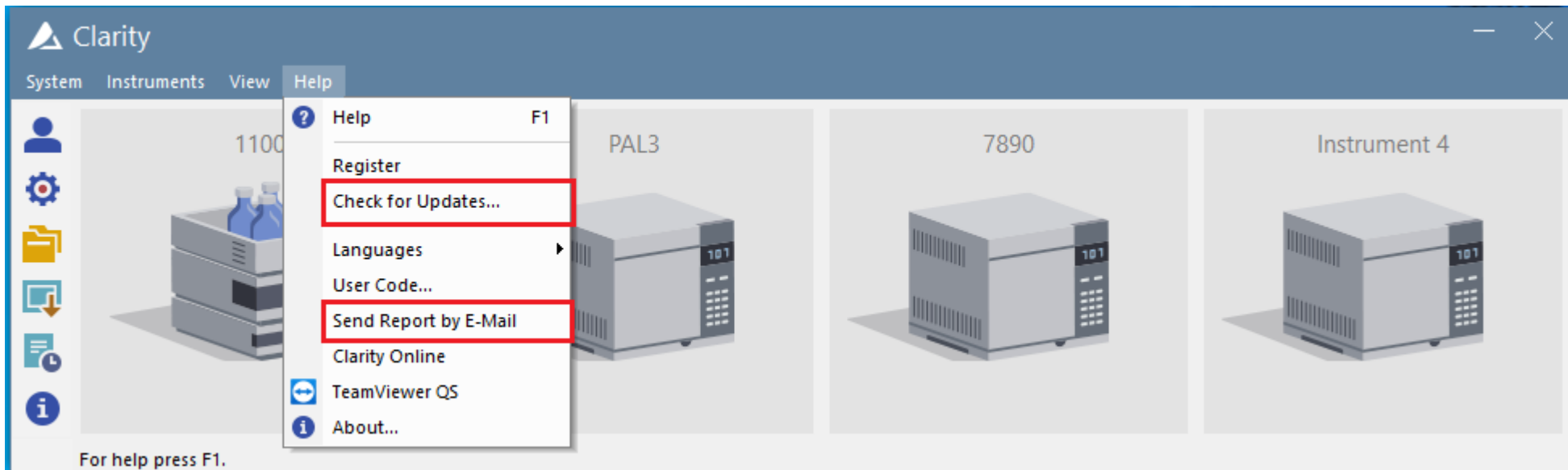
Country \*

Czech Republic

- Provide us with relevant info in order to get fast and effective support
- As much details as possible
- What is your goal?
- What were the last steps you were performing?



- Keep your Clarity updated with Check for updates...
- Troubles? Send Report by E-mail directly from Clarity

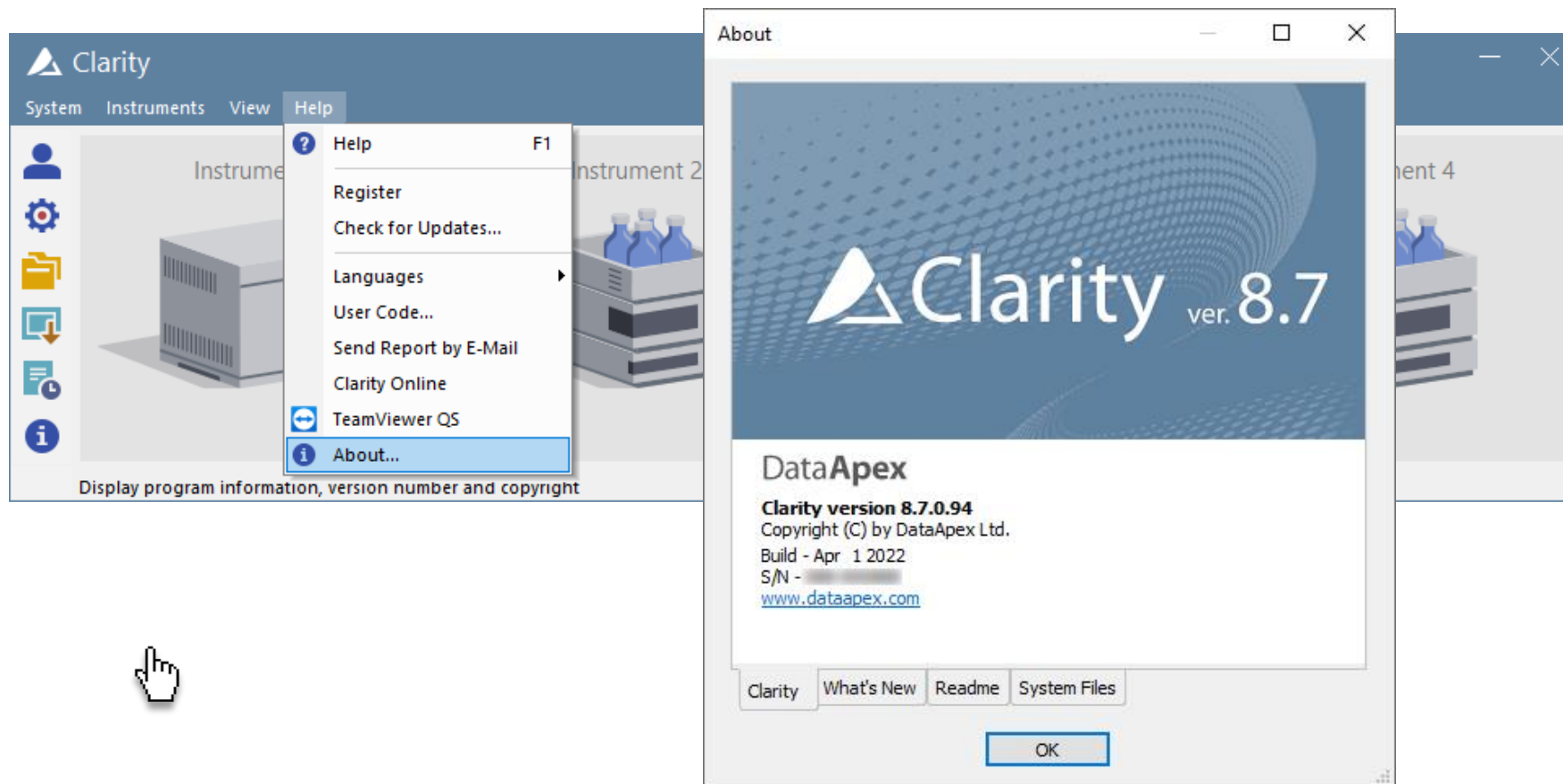




File	Meaning
Systeminfo.txt	Information about Clarity version and other installed components
Clarity.cfg	Configuration and other system settings
Clarity.dsk	User preferences including user columns, tables and graphs settings
BadTrace.txt and any *.dmp files	Diagnostic files intended support – created only when problem arises
yyyy_mm_dd.audit	Created daily and holds information about what was performed in the station

- Files to be sent when diagnosing a problem
- Location is C:\Clarity\Cfg

→ Detailed information about the station







About

Date	23.04.2020, 10:05
Serial number of application	+38911/00
User Code	
Version of application	Clarity version 8.3.0.127
Build date of application	10.04.2020, 01:51
Instruments	All
Extensions	SST; GPC; PDA; EA; CE; MS; NGA; DHA; GCxGC; MS-TOF
Controls	GC; LC; AS
Certification file	C:\Clarity83\Bin\iq.chk
Checksum of cert. file	C7E8303812AD86C2
Date of cert. file	10.04.2020, 04:08
User	marekp
System	Microsoft Windows 10 Professional version 10.0 (Build 18362)
Acquisition and hardware devices	Key Rockey 4ND id:2FE9D8DA Collbrick 1284 6890 <Unknown>

**Files**

[Hide files list <](#)

File	Path	Version	Size	File date	Status
advantecchf122scfc.rb	c:\clarity83\bin\utils\uni_drivers\advantec	-	38862	10.04.2020, 01:44	OK
AdvionCMS.dll	C:\Clarity83\Bin	6.4.14.1	487936	10.04.2020, 03:51	OK
advioncommon.dll	c:\clarity83\bin	6.4.14.1	30208	10.04.2020, 03:51	OK
adviondata.dll	c:\clarity83\bin	6.4.14.1	315392	10.04.2020, 03:51	OK
advionobjects.dll	c:\clarity83\bin	6.4.14.1	935424	10.04.2020, 03:51	OK
asi500pump.rb	c:\clarity83\bin\utils\uni_drivers\asi	-	46586	10.04.2020, 01:44	OK
aspen.dll	c:\clarity83\bin	1.2.4.0	185344	10.04.2020, 03:51	OK
beep.exe	c:\clarity83\bin\utils	-	34816	10.04.2020, 02:37	OK
cfgcntl.dll	c:\clarity83\bin	8.1.0.6036	38400	10.04.2020, 03:51	OK
cfgcntl.dll	c:\clarity84\bin	8.1.0.6036	38400	08.04.2020, 03:01	OK

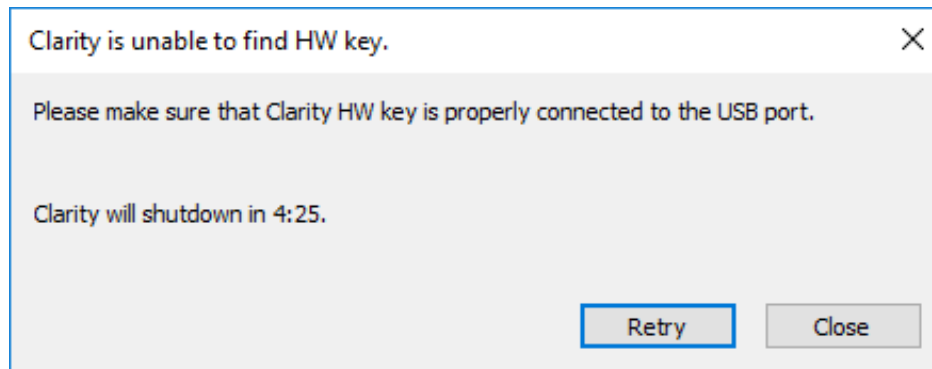
Clarity | What's New | Readme | System Files

OK

→ Detailed information about the station

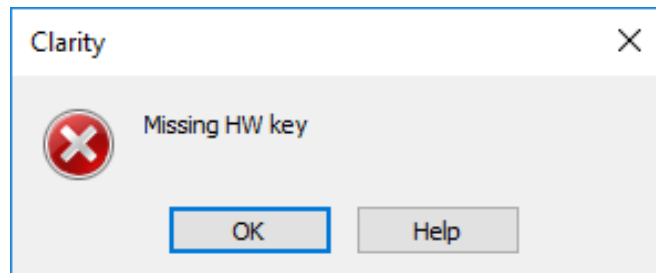
## Problems related to HW key

- „Clarity is unable to find HW key.“ error message
- Possible causes:
  - HW key not found
  - HW unplugged during operation of Clarity
  - USB port entered sleep mode



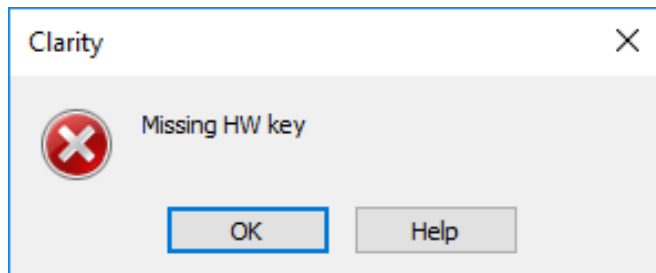
## Problems related to HW key

- „Missing HW key“ error message
- Possible causes
  - HW key driver not installed properly (Only for older RkUSB or RkLPT keys)
  - HW key not supported by older Clarity version (RockeyND USB supported since Clarity 2.6)



## Problems related to HW key

- „Missing HW key“ error message
- Possible causes
  - USB port faulty (Check with other USB device)
  - HW key faulty (Is the indicator diode blinking/lit?)
  - HW key missing (Check if the HW key is properly inserted in the USB port)

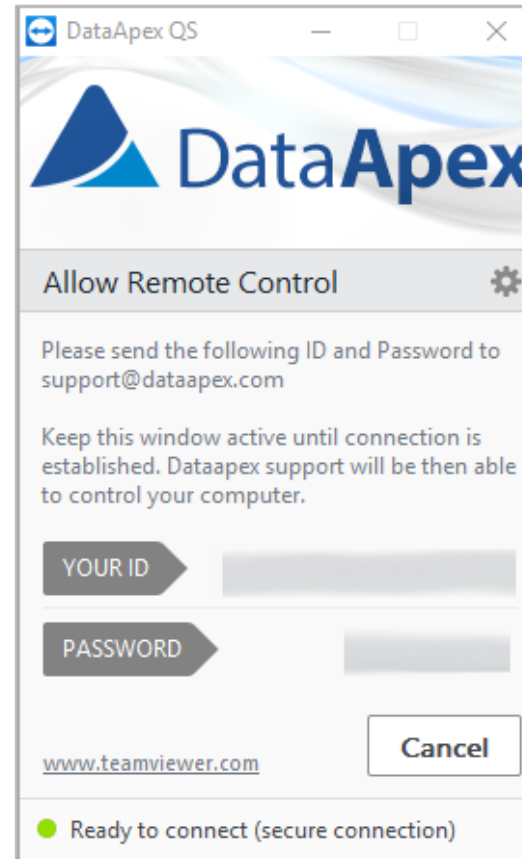
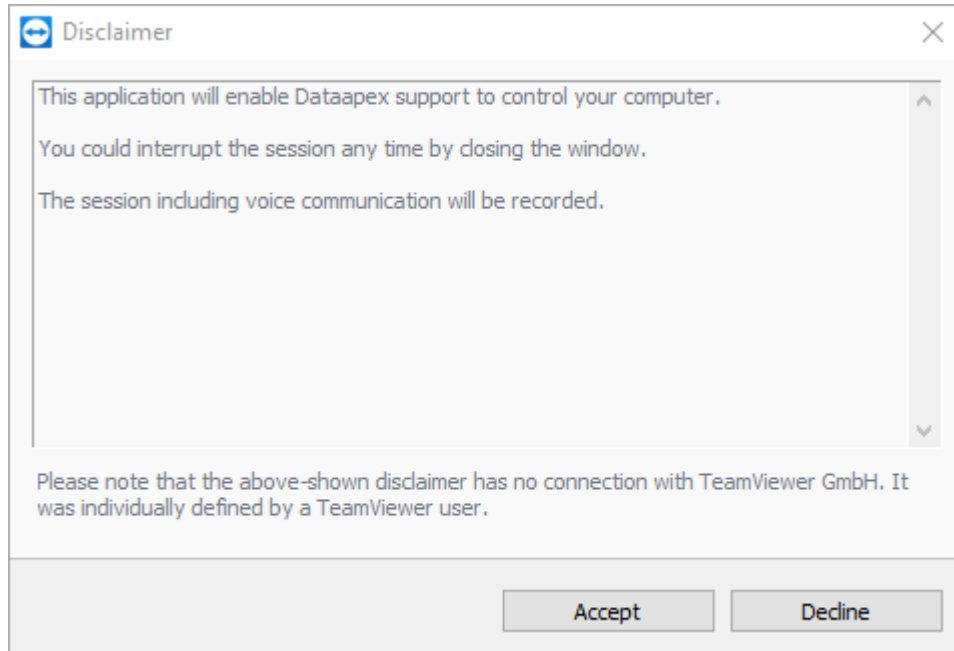


## Computer settings

- ➔ User access rights
  - User must have Read/write access to the Clarity installation folder
  - Install from intended User account using Administrator privileges
  
- ➔ Power-saving options
  - Prevent sleep mode while Clarity is opened

## Computer settings

- ➔ Automatic Updates
  - Prevent automatic update of Operating System – it may restart computer while running sequence
- ➔ User switching
  - Avoid while Clarity is opened



- Arrange session time with respect to our time zone (UTC+1)
- Keep the intro screen on until connection

Download TeamViewer from: <http://public.dataapex.com/TeamViewerQS.exe>



**...THANK YOU FOR YOUR TIME**



[SUPPORT@DATAAPEX.COM](mailto:SUPPORT@DATAAPEX.COM)  
[WWW.DATAAPEX.COM](http://WWW.DATAAPEX.COM)