

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.

Before you contact Technical Support

- Consult online help
Pressing the **F1** key in the dialog where you encounter problems will invoke context help.
- Check our web page for available program updates to your version
Use the **Help - Check for Updates** command in the **Clarity** window if the computer with Clarity station is connected to the Internet.
Or check our web pages at www.dataapex.com in the *Downloads - Full versions* section.
- Have a look in the **Clarity Discussion Forum** - many troubles can be solved there. The forum is located at the <http://forum.dataapex.com> internet address, also available through the *Support – Discussion forum* menu command on DataApex website.

Note: Please note, the full version is necessary if you are using any instrument control modules.

Collecting information for Technical Support

When contacting Dataapex Technical Support, please send us the following information and files:

- description of your problem
- relevant chromatogram (*.prm), sequence (*.seq), report style (*.sty) and any other relevant files (e.g. exported data).

Files from the Clarity installation folder (C:\CLARITY\CFG):

- systeminfo.txt
- clarity.cfg
- others.ini
- all *.dsk files

Everything from subfolder C:\Clarity\Cfg\Debug_Logs especially

- badtrace.txt
- install.log, install.move.log
- *.log files from *PgmLog* subfolder (since version 8.6)
- *.dmp files (for Clarity since version 2.4 - located in the C:\Clarity\Cfg\Debug_Logs)

Files from Log folder (C:\CLARITY\CFG\AUDIT_TRAILS):

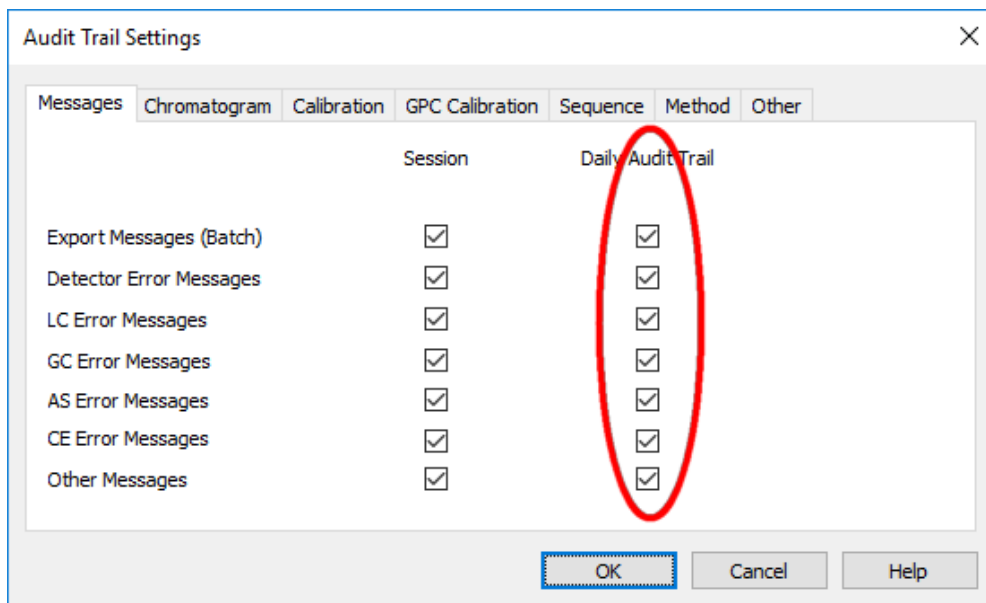
- YYYY_MM_DD.AUDIT files from last two days (in earlier versions *.LOG extension was used)
- YYYY_MM_DD.AUDIT.BAK (might not be presented)

Note: Those files contain information regarding the settings of your Clarity station as well as record of last actions that have been performed by Clarity. This information will help us to diagnose your problem.

Audit trail Settings

In the main **Clarity** dialog use the **File – Audit Trails** command to open the **Audit Trail** window. There use the **View – Properties** command to open **Audit Trail Setting** dialog.

Check the checkboxes of 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 **Clarity** station is installed on a computer that is connected to the internet, it is easier to let **Clarity** collect the necessary information **automatically**:

- Using the **Help – Send Report by E-mail** command from the main **Clarity** window a new email message in your default email program will be created and the necessary common files will be automatically enclosed as an attachment.
- Then you can fill in the description of the problem, enclose the relevant chromatogram (*.prm), sequence (*.seq), report style (*.sty) and send the email to the DataApex technical support.

Troubleshooting devices with serial (RS232) communication

- Check our documentation (Control module manual or context help) for specific settings and/or communication limitations

Note: Invoke the Context Help by pressing F1 in the control module setup dialog.

- Check the documentation that was bundled with the device.

CommDrv.ini utility

In most cases it is possible to record the communication between Clarity and the controlled device. However, the communication between some instruments which either use their own communication libraries (Shimadzu LC-10/20 System, Shimadzu LC-10/20 Pumps, CTC-PAL) or use the communication over the USB port (Rheodyne MX-II valves) where the unique identification of the device is needed and hard-to-acquire is not possible.

To activate the recording and specify a file for storing the communication set the COMx key(s) with 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
```

- Note:**
- The file can be edited by any text editor (Notepad).
 - Separate entries can be specified for each COM port.
 - For LAN Communication with Agilent 6890 GC, use the section [TCP].
 - %D in the filename parameter means that the log will be created separately for each day.

Echo

OFF (default) - will not record any communication.

Filename

Specifies the file where the communication should be stored. If the path is not specified, the file will be stored in the same folder like the COMMDRV.INI file.

Not received or unrecognized replies will be recorded as "Timeout on Com line"

The created log file can be viewed in any text editor.

Note: The record is very helpful for troubleshooting the communication between Clarity and the device.

Reset

ON - will erase the log file each time the station is restarted (otherwise the log can increase substantially after some time)

How to use it:

- Open the CommDrv.ini file located in C:\CLARITY\CFG folder with notepad.
- Change the Echo=OFF to Echo=ON item in the appropriate COM section corresponding to the number of COM port used for communication

Note: If you are not sure which COM port is used, change Echo=on in all sections, eventually add new sections for Com ports above COM4.

- Perform the problematic actions with the controlled device.
- Include the created COMMDRV.LOG file from C:\CLARITY\CFG\DEBUG_LOGS folder to your report.
- Created logs can be quite big; depending upon the device from which it was recorded. Once the size exceeds 100MB, communication will be recorded to a new file with numbered suffix.

Please do not forget to open COMMDRV.INI and set the **Echo=ON** back to **Echo=OFF** after recording.

Logging-config.ini utility for Clarity since version 8.6

By default Clarity is logging all the information necessary for the eventual diagnostics. However you may be prompted by the user support to configure the logging for specific conditions. This can be done by setting the *Logging-config.ini* configuration file located in the C:\CLARITY\CFG folder.

It is not recommended to modify the configuration file, if anything with the logging goes wrong, then just delete the configuration file. This will get Clarity back to its defaults.

For your convenience there are two example configuration files in the C:\CLARITY\CFG folder.

- *Example-Logging-config.ini* – this contains the same settings that are hardwired in Clarity.
- *Disable-Logging-Example-Logging-config.ini* – example of setting to switch off all logging

To use one of them you can simply rename it to Logging-config.ini

Logging.ini utility – for Clarity Until version 8.5

In case further logs are needed, you may be asked by our support team to gather logs using the LOGGING.INI utility. It is also located in the C:\CLARITY\CFG folder. This file logs advanced features of Clarity and resulting logs help our programmers to locate the cause of possible problem. It works in a similar way as COMMDRV.INI.

Created logs can be quite big. Once the size exceeds 100MB, communication will be recorded to a new file with numbered suffix (log_2017-01-10_1.txt, log_2017-01-10_2.txt, etc.).

```
[Log]
echo = OFF
filename = log_%D.txt
reset = ON
; Sections list:
AuditTrail = ON
BadTrace = ON
CommandLine = OFF
Acquisit = OFF
AgilentICF = OFF
SST = OFF
Internet = OFF
FractionCollector = OFF
Packages = ON
Performance = OFF
```

Note: - Result of this log is a more detailed description of what is going on in the program
- %D in the filename parameter means that the log will be created separately for each day.

Sections list

Contains all possible sections which can be logged. Sections to be logged must have value **ON** set.

Audit Trail

Copies messages from AuditTrail to the log. Default is **ON**.

BadTrace

Copies messages from BadTrace to the log. Default is **ON**.

CommandLine

Copies parameters supplied to Clarity to the log. Default is **OFF**.

Acquisit

Logs states of the acquisition automat. Default value is **OFF**

AgilentICF

Logs communication between the Agilent ICF control module and Clarity. Default is **OFF**.

SST

Logs messages from the SST extension. Default is **OFF**.

Internet

Logs problems with the Internet during check for available update or during registration of the station. Default is **OFF**.

FractionCollector

Logs process evaluation of conditions set in the Fraction Table. Default is **OFF**.

Packages

Logs errors encountered while loading external modules from external installers. Default is **ON**.

Performance

Logs how much time certain actions take. Default is **OFF**.

Note: *All communication logs created by CommDrv.ini or Logging.ini are recorded in English despite the fact that Clarity may be switched to a different language.*