How to Report Errors or Exchange Results
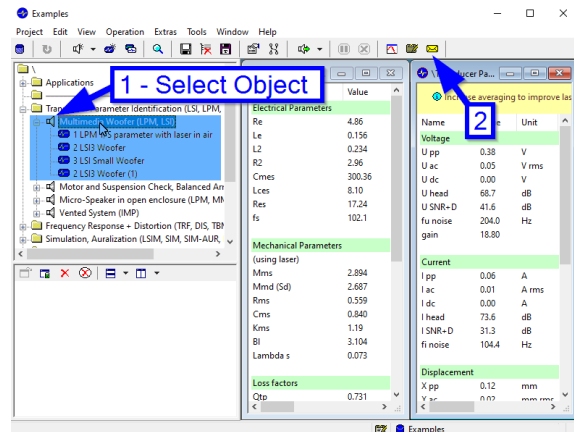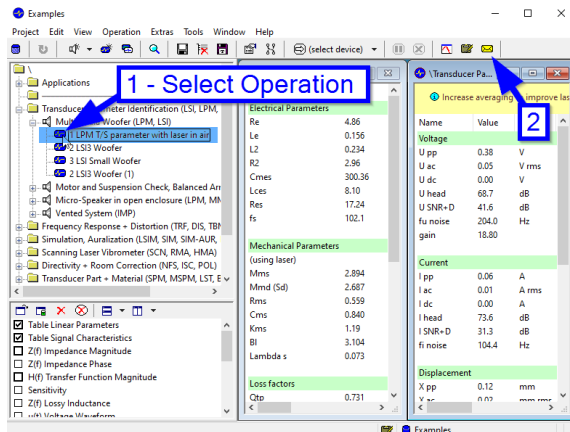
(Document Revision 1.0)

1 Export Support and Result Data:

The fastest way to resolve a problem is to include relevant diagnostic information in the e-mail.

1. Select the operation or object (including multiple operations) in the project window.

2. Click on the **yellow mailer icon** ✉.
3. Enable **all checkboxes** for a support question. Or enable only **Selected Results** for exchanging measurement results with colleagues.
4. Click **Send e-mail** or alternatively, click **Save as .zip** and attach the zip file to your e-mail or transfer larger files with any file transfer service.
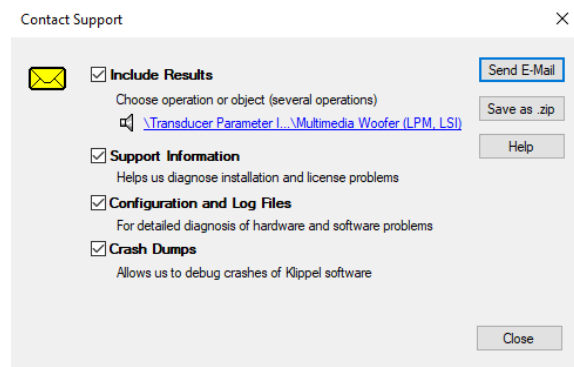
2 Annotation

- When you click **Send e-mail**, your default e-mail client (e.g. Outlook) should show an e-mail with the necessary attachments. You can fill in the receiver address and additional comments.
- 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.
- Please consider the size of the attachment. Some mailboxes restrict the size of attachments.
- More information is available in dB-Lab manual section *5.4 How to report Errors*.

Find explanations for symbols at:

http://www.klippel.de/know-how/literature.html

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Designs and specifications are subject to change without notice due to modifications or improvements.

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