

g.Diagnosis – Instructions for use

Version: 1.14.00

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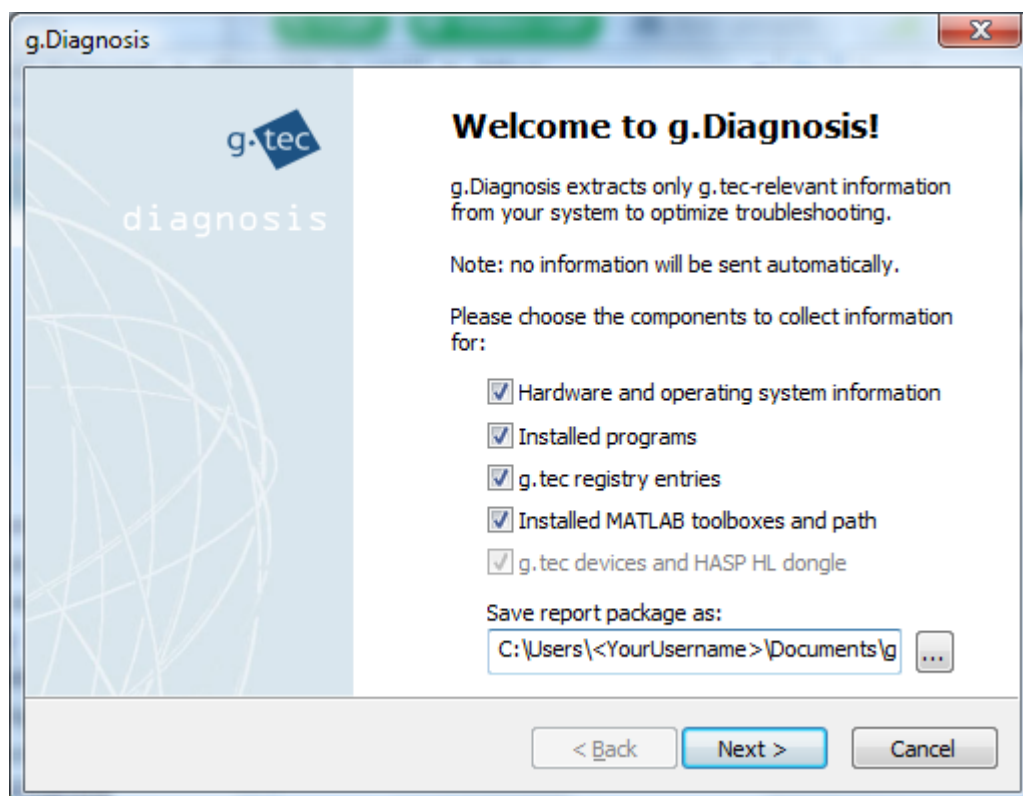


When you encounter troubles during setup and usage of g.tec hardware and software g.Diagnosis can help you and us to troubleshoot those problems making support easier. Therefore g.Diagnosis compiles a set of information about your system's current state to identify the cause that prevents your g.tec hardware/software from operating properly.

IMPORTANT: g.Diagnosis never sends any information about you or your system to anyone. g.Diagnosis just compiles information for you which you can view after it has completed. You can then decide what to do with that information. If you need further support you can contact us and we will ask you to send us the information compiled by g.Diagnosis by email. All of the information you give us is voluntary. We treat that information confidential and use it to troubleshoot the problems with our hardware/software only. We will never share this information with third parties.

Run g.Diagnosis

To run g.Diagnosis please copy the g.Diagnosis executable `gDiagnosis_1.14.00_win32.exe` for 32-bit systems or `gDiagnosis_1.14.00_x64.exe` for 64-bit systems to your local hard drive and double-click it to run. g.Diagnosis opens with the following welcome screen:

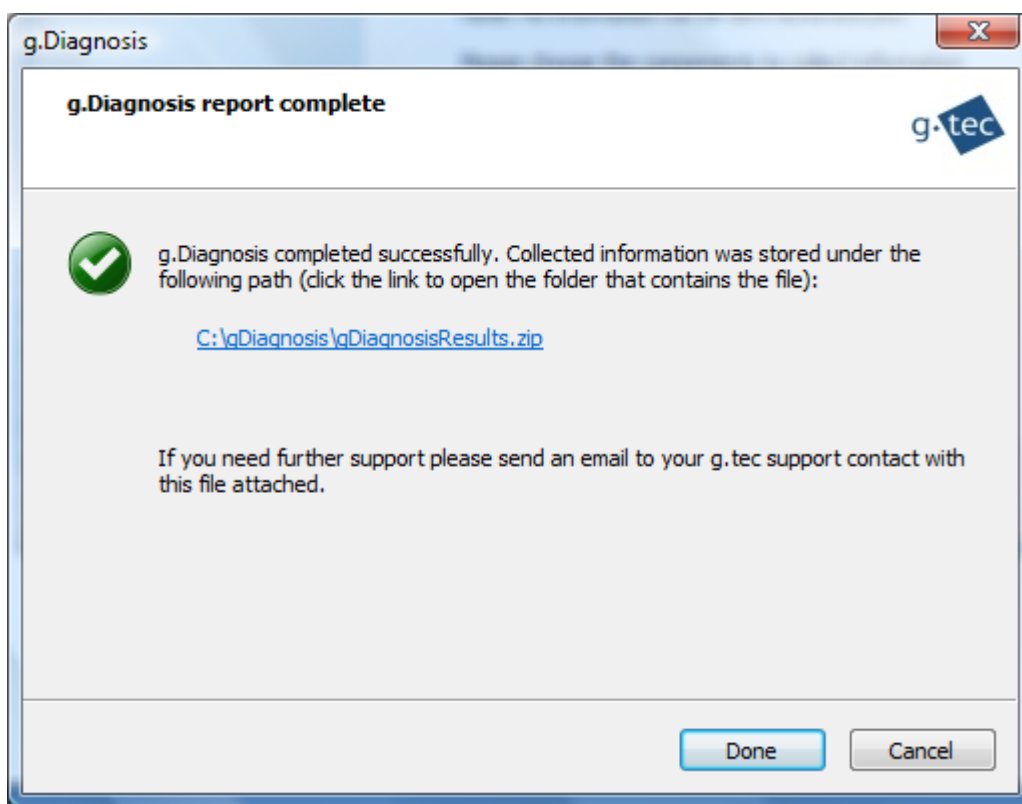


You can select which information you want g.Diagnosis to include in the final compilation. g.Diagnosis will store all the collected information into a single .zip file whose location you can specify in that dialog as well. You can view the zip file and its contents afterwards. g.Diagnosis will NOT send this files to anyone.

Note: For the “Hardware and operation system information” the msinfo32 tool will be used.

Attention Windows XP users: Especially on Windows XP systems this option can take several minutes up to an hour to complete without retrieving any information about the current progress. So it might seem that g.Diagnosis has hung up which is not the case. It’s just waiting for the msinfo32 tool to complete. On Windows Vista or later you will get a progress response from the msinfo32 tool.

If everything went fine g.Diagnosis completes with the following dialog and the resulting .zip file has been created under the path and filename you specified before:



To open the folder that contains the created .zip file you can double-click the path. Please send this .zip file to your corresponding g.tec support contact if you need further support.

Licenses and Credits

This software uses:

- zlib data compression library which is written by and copyright © 1995-2010 Jean-loup Gailly and Mark Adler
- Gilles Volant's Zip/Unzip API (MiniZip) to zlib which is copyright © 1998-2002 Gilles Vollant
- Daniel Godson's Win32 Wrapper classes for Gilles Volant's Zip/Unzip API