

dSPACE Installation Manager

Providing Diagnostic Information

Release 2021-A – May 2021

How to Contact dSPACE

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How to Contact dSPACE Support

If you encounter a problem when using dSPACE products, contact your local dSPACE representative:

- Local dSPACE companies and distributors: <http://www.dspace.com/go/locations>
- For countries not listed, contact dSPACE GmbH in Paderborn, Germany.
Tel.: +49 5251 1638-941 or e-mail: support@dspace.de

You can also use the support request form: <http://www.dspace.com/go/supportrequest>. If you are logged on to mydSPACE, you are automatically identified and do not need to add your contact details manually.

If possible, always provide the relevant dSPACE License ID or the serial number of the CmContainer in your support request.

Software Updates and Patches

dSPACE strongly recommends that you download and install the most recent patches for your current dSPACE installation. Visit <http://www.dspace.com/go/patches> for software updates and patches.

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About This Document

Contents

This document shows how to collect diagnostic information via dSPACE Installation Manager and to provide this information to dSPACE Support.

Symbols

dSPACE user documentation uses the following symbols:

Symbol	Description
	Indicates a hazardous situation that, if not avoided, will result in death or serious injury.
	Indicates a hazardous situation that, if not avoided, could result in death or serious injury.
	Indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.
	Indicates a hazard that, if not avoided, could result in property damage.
	Indicates important information that you should take into account to avoid malfunctions.
	Indicates tips that can make your work easier.
	Indicates a link that refers to a definition in the glossary, which you can find at the end of the document unless stated otherwise.
	Precedes the document title in a link that refers to another document.

Naming conventions

dSPACE user documentation uses the following naming conventions:

%name% Names enclosed in percent signs refer to environment variables for file and path names.

< > Angle brackets contain wildcard characters or placeholders for variable file and path names, etc.

Special folders

Some software products use the following special folders:

Common Program Data folder A standard folder for application-specific configuration data that is used by all users.

%PROGRAMDATA%\dSPACE\<InstallationGUID>\<ProductName>

or

%PROGRAMDATA%\dSPACE\<ProductName>\<VersionNumber>

Documents folder A standard folder for user-specific documents.

%USERPROFILE%\Documents\dSPACE\<ProductName>\<VersionNumber>

Local Program Data folder A standard folder for application-specific configuration data that is used by the current, non-roaming user.

%USERPROFILE%\AppData\Local\dSPACE\<InstallationGUID>\<ProductName>

Accessing dSPACE Help and PDF Files

After you install and decrypt dSPACE software, the documentation for the installed products is available in dSPACE Help and as PDF files.

dSPACE Help (local) You can open your local installation of dSPACE Help:

- On its home page via Windows Start Menu
- On specific content using context-sensitive help via **F1**


dSPACE Help (Web) You can access the Web version of dSPACE Help at www.dspace.com/go/help.

To access the Web version, you must have a *mydSPACE* account.

PDF files You can access PDF files via the  icon in dSPACE Help. The PDF opens on the first page.

How to Collect Diagnostic Information via dSPACE Installation Manager

Objective	When contacting dSPACE Support, you need to provide the support team with information about your dSPACE installation and the problems you might have. Some of the information required by dSPACE Support is extracted and collected automatically by dSPACE Installation Manager's diagnostic feature.
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Using API of dSPACE Installation Manager	You also can use the API of dSPACE Installation Manager, to collect diagnostic information. Refer to Features of the API and Important Notes (dSPACE Installation Manager API Reference ).
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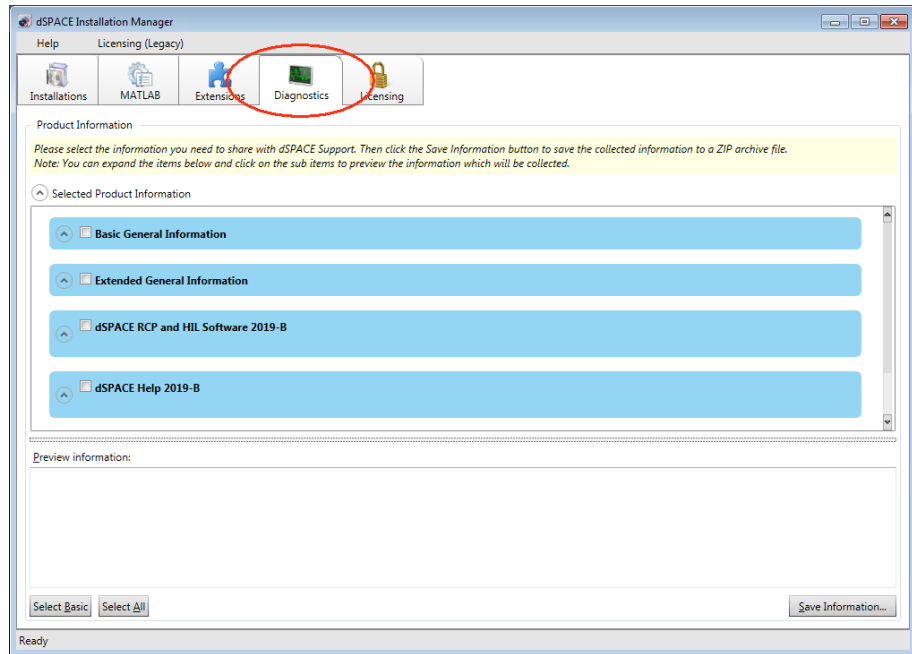
Method	To collect diagnostic information via dSPACE Installation Manager 1 From Start – dSPACE Installation Manager, select dSPACE Installation Manager.
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Note

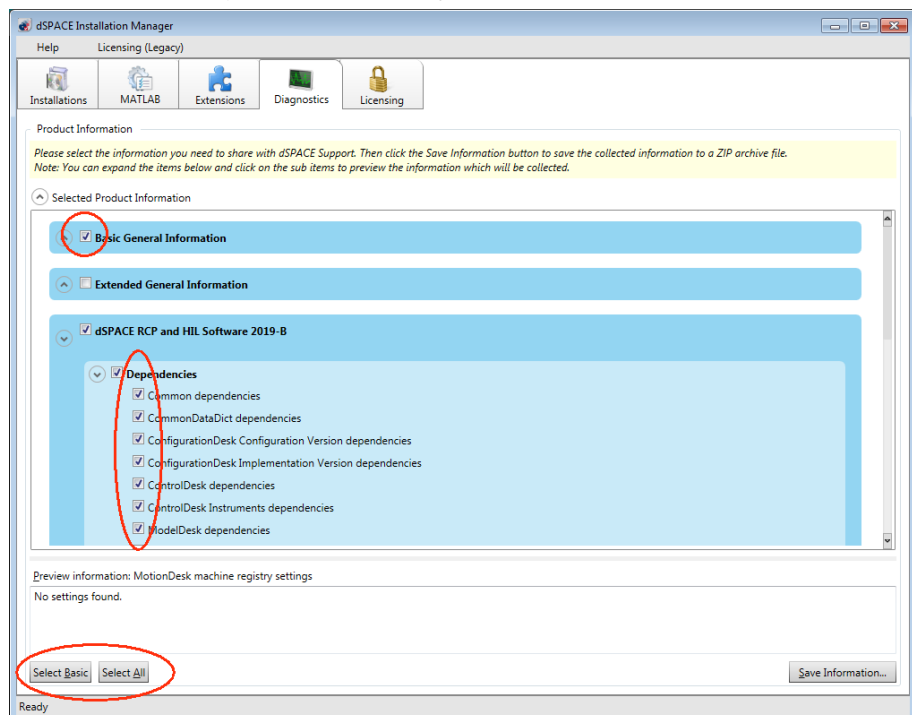
Start dSPACE Installation Manager on the PC where the software that causes the problems is installed.

dSPACE Installation Manager opens.

- 2 Click the Diagnostics page.
The Diagnostics page opens.



- 3 Select the product information you want to collect.



The Select Basic and the Select All buttons work as a preselection:

- Select Basic: Only the product information in the Basic General Information group is selected and collected afterwards.

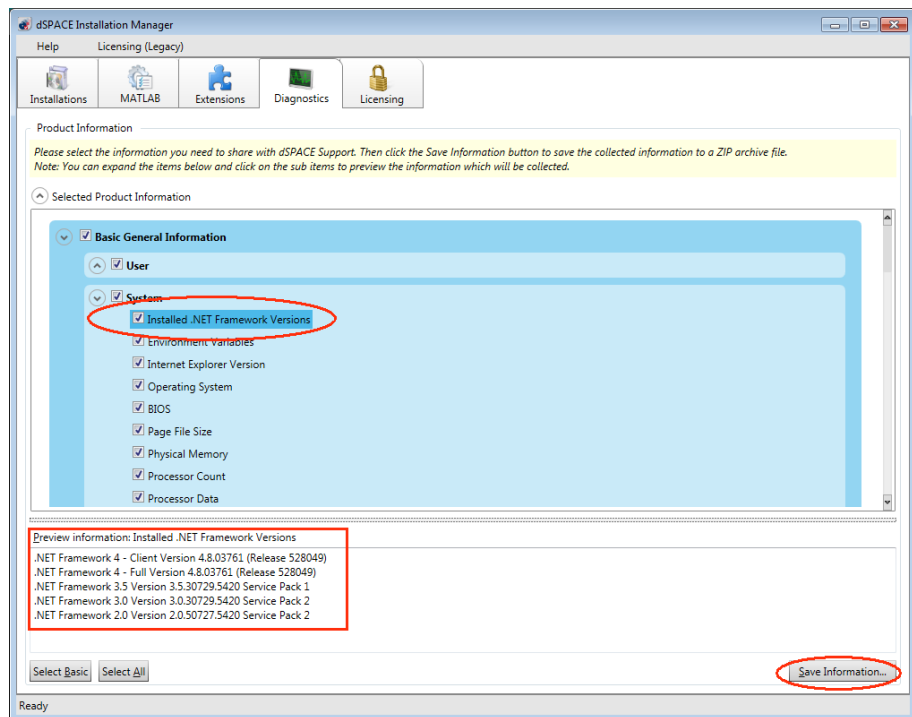
- **Select All:** All collectable product information (including information of all dSPACE installations on your host PC) is selected and collected afterwards.

Note

- This option can involve a large amount of data and can take several minutes.
- If you have installation problems or problems with licenses, you should always use the Select All setting.

- 4 Optional: To display the information that is saved to the ZIP and provided to dSPACE, mark the desired item on the lowest level of the tree view (see the illustration above).

The collected information is displayed in the Preview information window as shown below.



- 5 Click Save Information to save the automatically collected information to the ZIP file.

Tip

This may take a few minutes.

Result

The prepared information is contained in a ZIP file and ready for sending it to dSPACE Support. For large data volumes (> 10 MB), ask dSPACE Support to provide an upload link to the dSPACE server.

Next step

Refer to [Sending Diagnostic Information via E-mail](#) on page 11.

Sending Diagnostic Information via E-mail

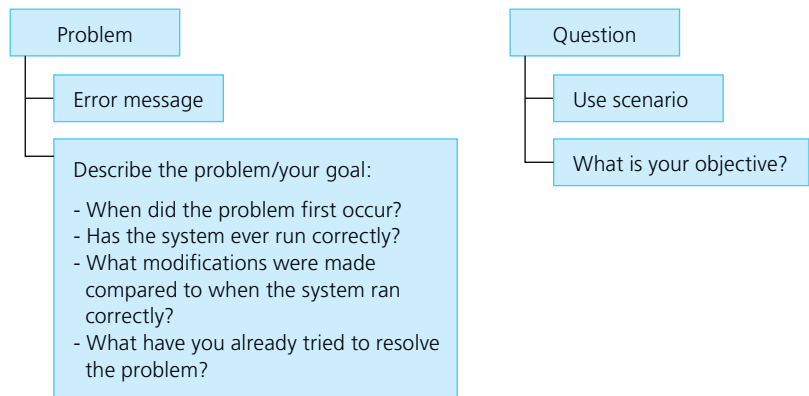
Motivation

If you write an e-mail, the following points will help dSPACE Support to handle your request quickly and efficiently.

Information required

Give the support team a problem description and specific information about the dSPACE environment (software and hardware) as follows:

- Description of problem or question



- Software environment:
 - Release number (for example, Release 2020-B)
 - Serial number of the CmContainer (for example, 3-3602685 for CmDongles) or, in case of a CmDongle, also the embedded WibuKey ID (for example, 23908)

The serial number of the CmContainer (or the WibuKey ID) tells dSPACE whether you have Premium Support for the corresponding products. In this case your support request will be given preferential treatment.

To obtain the serial number (= dSPACE license ID), refer to <http://www.dspace.com/faq?771>.

- Name of the software product and its version number (for example, ControlDesk 7.2)
- Hardware environment

Platform name (for example, MicroAutoBox II DS1401/1507).

The platform name is sufficient. No additional information is required regarding the hardware environment for the first contact.

Formal guidelines

Note

To minimize transmission time and simplify the handling of your e-mail, follow these guidelines:

- Use only plain text.
- For large data volumes (> 10 MB), ask dSPACE Support to provide an upload link to the dSPACE server.
- Attach only packed files (for example, ZIP files) to the e-mail.

E-mail addresses

Choose the appropriate e-mail address for your country. Refer to:

- Local dSPACE companies and distributors:
<http://www.dspace.com/go/locations>
- For countries not listed there, contact dSPACE GmbH in Paderborn (Germany) via support@dspace.de