

## Technical support checklist

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We receive many e-mails with too little information in them, just saying 'help me, it does not work'. Not surprisingly, based on only this info, we cannot help. Then we have to ask back, wait for your answer, and with time difference between continents and all, valuable time is lost - mostly valuable time to you!

### Note

We can help you more quickly if you include the information listed here with your e-mail.

- Describe in detail the actions you took before the error/trouble occurred.
- All of our programs have exact, unique names (which appear e.g. in the title bar). You have to use them, and adhere to our naming convention, otherwise we do not know which program(s) you are referring to.
- Give us the exact error message!
- If you think that the error message is not very meaningful, and you think that it will not suffice to allow us to pin-point the problem: please run the troublesome program from a terminal (see below) and send us the complete terminal feedback (see FAQ how to do this)
  - \$ uct\_measurement ! for the scan program
  - \$ uct\_evaluation ! for the evaluation/contouring program
- For the uct\_backup program: by default, a 'helper' terminal always pops up with the title '3D-uCT Data Management'. Minimize the backup program, and you can see that terminal. Put the contents into a .txt file and e-mail to us.
- If a batch job crashes, there is always a .log file in the scratch directory with the appropriate filename, which contains the error message. Attach it to the e-mail - after you have made sure on your PC that it is legible.
  - measurement\_xxx.log for batch measurements, with xxx being the SAMPLE number
  - reco\_xxxx\_yyyy.log file for the slice reconstructions (RSQ to ISQ file)
  - uct\_evaluation\_v4.log for 3D evaluations - watch out for the multiple versions
  - \*voi\*.log (uct\_evaluation\_voi.log or eval\_voi\_only.log) for the VOI evaluations.
  - uct\_evaluation\_midshaft.log or \_special.log or \_kyle.log or whatever ending for your own 'special' evaluations.
- Make sure you attach the correct VERSION number of the .log file. To see all versions in the Session Manager: Menu 'Views', 'Show all versions'. Then look for the correct version (double-click to open in editor, check sample and measurement numbers that you can easily see in the ISQ filename, e.g. dk0:[microct.data.00001234.00003456] for sample 1234 and meas. 3456), maybe rename it to a more unique name, transfer to PC, check legibility, attach to e-mail.
- When using ftp to transfer those .log and .txt files to your PC, and it's not legible on your PC: please make sure you transfer in ASCII mode with ftp. If you use ws\_ftp, you might want to enter the .log extension in the options about recognized ASCII extensions.
- NB: the .log file of the normal 3D evaluation can be directly displayed on your PC with the webserver/webpage. Enter meas. number (towards the bottom), select '3D evaluation log', hit 'Show', and you can copy-paste the contents into your e-mail to us.
- Tell us about other 'funny' things that happened, e.g. if the computer crashed, or whether you shut down the computer (while a batch job was running...).
- If you are describing a visual effect, attach a TIF image of that effect!
- Check free disk space by typing
  - \$ disks
- If necessary, e-mail the header information of relevant files:
  - \$ ctheadr xxxxx.isq
  - \$ aix xxxxx.aim
- \$ dir dk0:[microct.data]  
(or with respective directory) and send us the output if you have trouble with the displayed list of measurements.
- Help with IPL: send us your whole IPL session (feedback from terminal, see FAQ), because we really need to see what you typed. Or send us your ipl\_xxx.com file, sent as .txt file by e-mail, and preferably also send the feedback that you get when you let it run.

### Note

Thank you very much in advance! Remember the Motto: there is no such thing as sending too MUCH information, only too LITTLE!

SCANCO Medical AG	phone	+41 (0)44 805 98 00
Fabrikweg 2	fax	+41 (0)44 805 98 01
8306 Brüttisellen	web	<a href="http://www.scanco.ch">www.scanco.ch</a>
Switzerland	email	<a href="mailto:info@scanco.ch">info@scanco.ch</a>