

23.0331



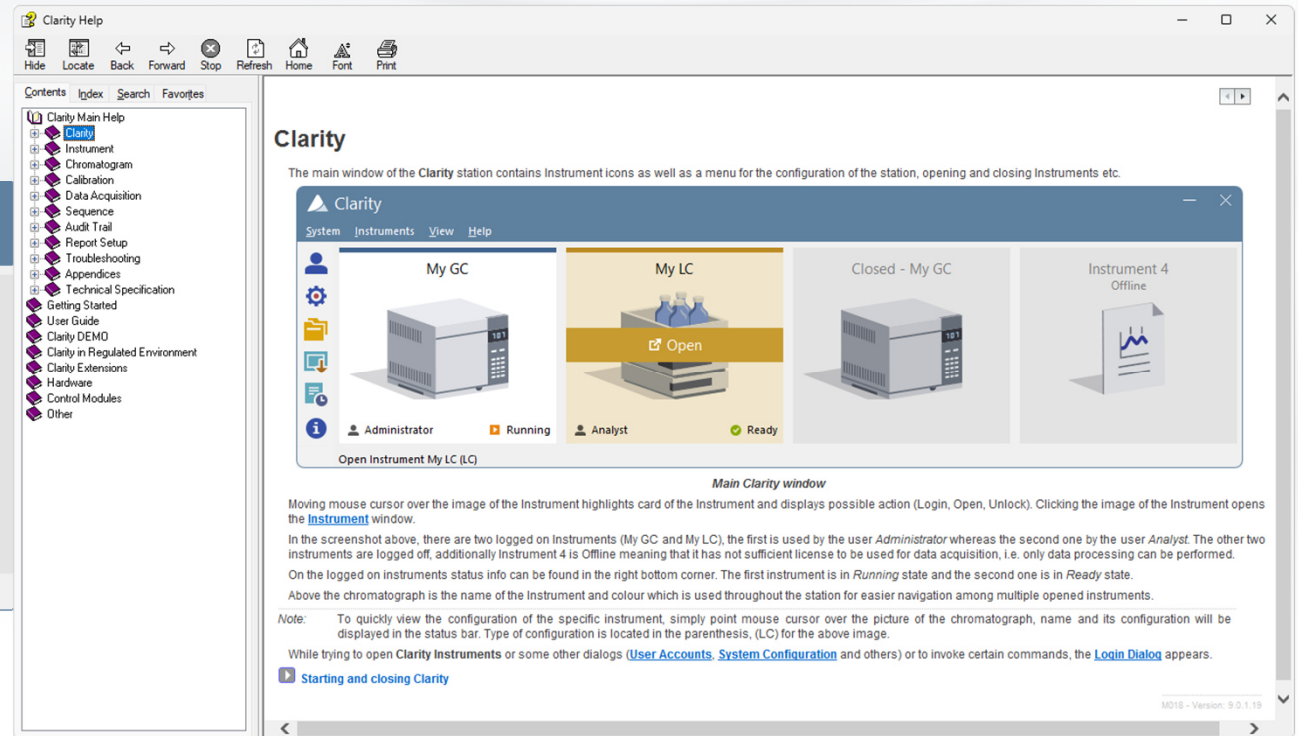
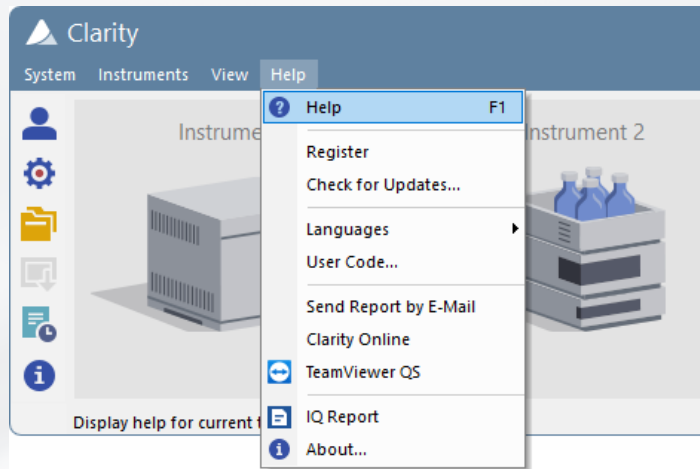
Clarity™

ADVANCED CHROMATOGRAPHY SOFTWARE

# TROUBLESHOOTING

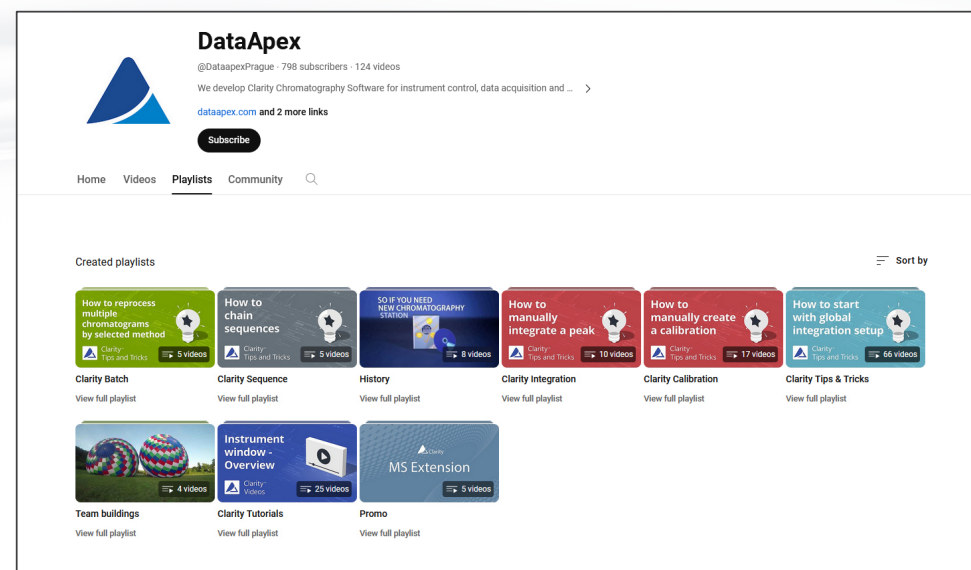
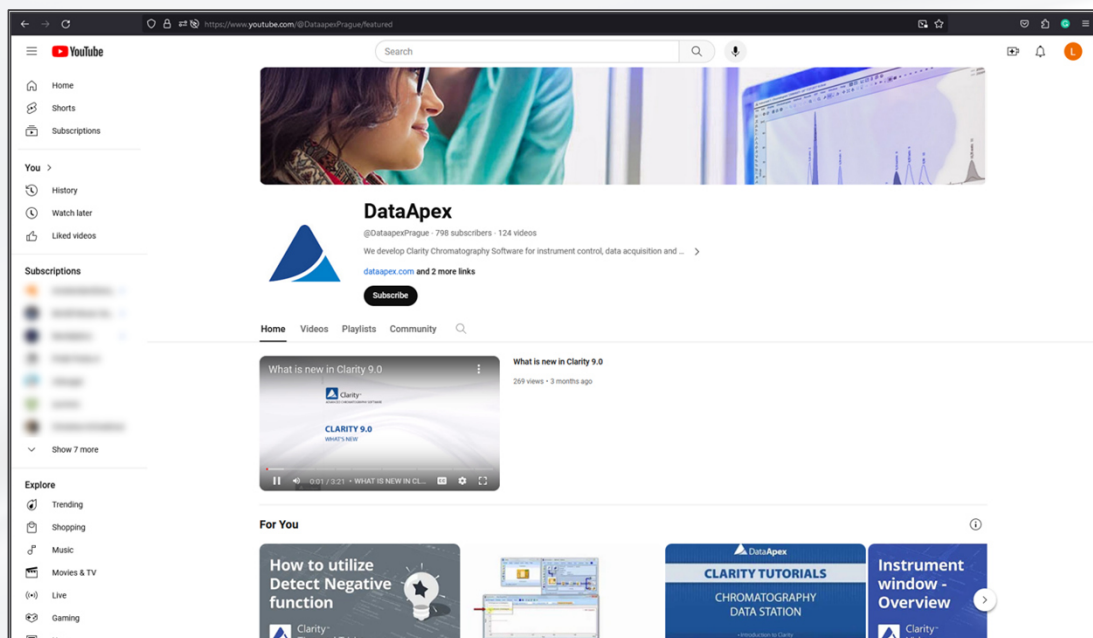
# CONTEXT HELP

➤ F1 = help with related topic



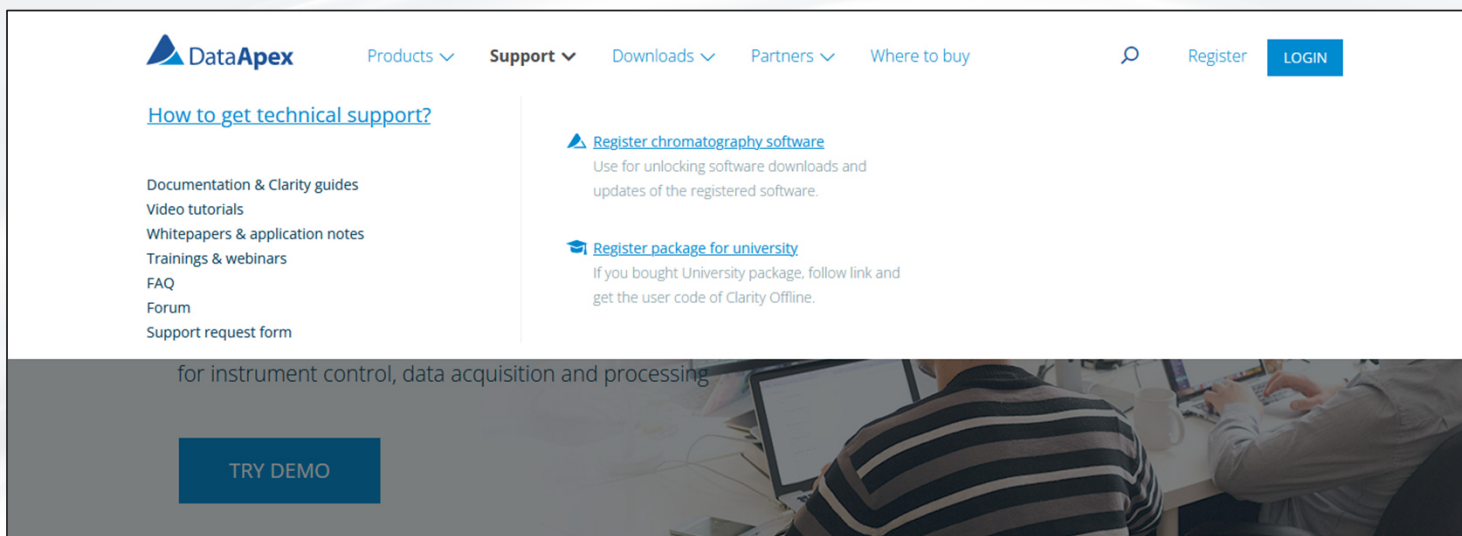
# YOUTUBE

- Many helpful detailed video tutorials
- Direct demonstration of how to efficiently perform complex tasks



# INFORMATION ON OUR WEBSITE

- > FAQ
- > Manuals
- > Video Tutorials
- > Online documentation



# SUPPORT REQUEST

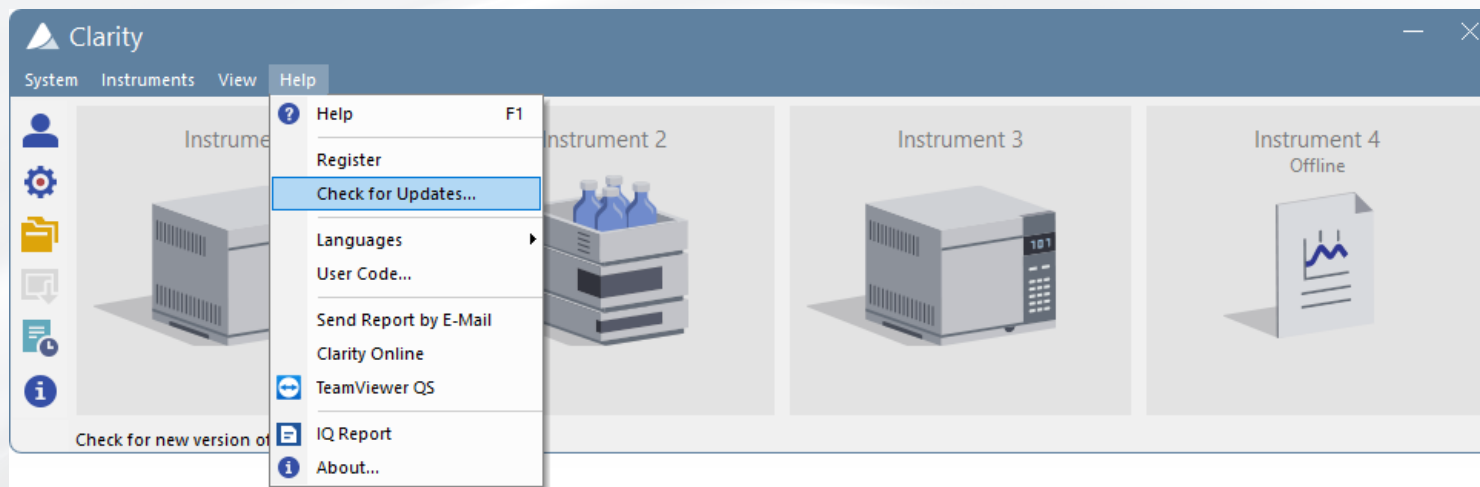
- Only the **last two major** versions are supported for free (station registration required)
- Form on the website <https://www.dataapex.com/document/support>
- Directly to [support@dataapex.com](mailto:support@dataapex.com)
  - Station serial number
  - Files according to *D013 Clarity Support Note* datasheet
  - Detailed description: What is the goal? What were the last performed steps?

**i** D013 - <https://www.dataapex.com/downloads/26026/view>

# SUPPORT REQUEST

## UPDATES

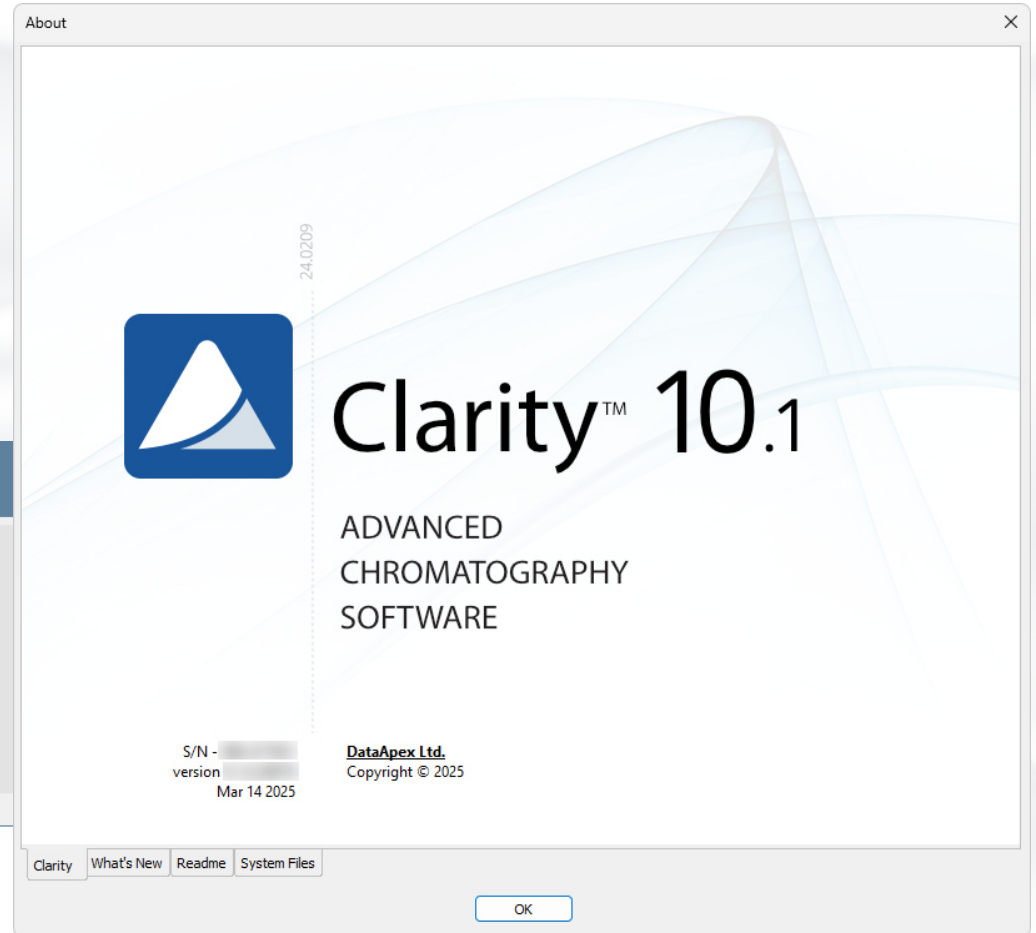
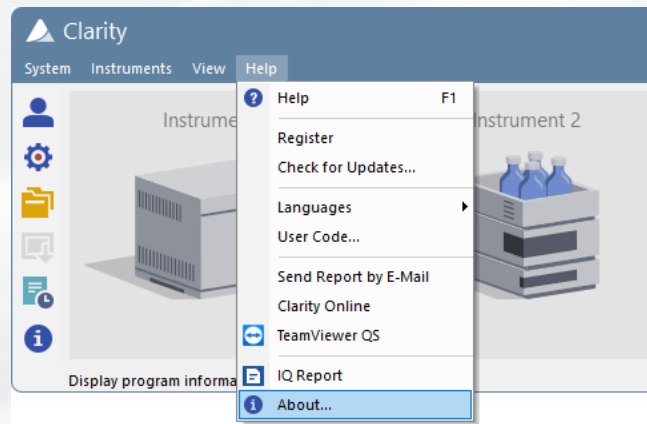
- > Check for the updates
- > Send report by e-mail (Outlook)



# SUPPORT REQUEST

## ABOUT

- Information about station
  - Serial number (s/n)
  - Version
  - Installed files



# SUPPORT REQUEST

## ABOUT – SYSTEM FILES

> ≈ Systeminfo.txt

The screenshot shows the 'About' dialog box for the Clarity software. It contains two main sections: 'About' and 'Files'.

**About Section:**

Date	30.10.2023, 14:02
Serial number of application	[REDACTED]
User Code	[REDACTED]
Version of application	Clarity version 9.0.1.19
Build date of application	10.10.2023, 13:33
Instruments	3
Extensions	SST; GPC; PDA; EA; CE; MS; NGA; DHA; GCxGC; MS-TOF
Controls	GC; LC; AS
Certification file	C:\Clarity\Bin\lq.chk
Checksum of cert. file	C0A775D69593EDE0
Date of cert. file	10.10.2023, 15:26
User	samuel
System	Microsoft Windows 11 Professional version 10.0 (Build 22621)
Acquisition and hardware devices	Key Rockey 4ND [REDACTED]

**Files Section:**

[Hide files list <](#)

File	Path	Version	Size	File date	Status
advantecchf122scfc.rb	c:\clarity\bin\utils\luni_drivers\advantec	-	35746	10.10.2023, 13:24	OK
AdvionCMS.dll	C:\Clarity\Bin	6.4.14.1	487936	10.10.2023, 15:13	OK
AdvionCommon.dll	C:\Clarity\Bin	6.4.14.1	30208	10.10.2023, 15:13	OK
AdvionData.dll	C:\Clarity\Bin	6.4.14.1	315392	10.10.2023, 15:13	OK
AdvionObjects.dll	C:\Clarity\Bin	6.4.14.1	935424	10.10.2023, 15:13	OK
agc1290.dll	c:\clarity\bin\hengpinggcms	1.0.7.1	516096	10.10.2023, 15:13	OK
apix_sdk.dll	c:\clarity\bin\apixchrompix2	2.8.0.1538	3526656	10.10.2023, 15:13	OK
asi500pump.rb	c:\clarity\bin\utils\luni_drivers\asi	-	46586	10.10.2023, 13:24	OK
aspi64.sys	c:\clarity\bin\hw_drivers\aspi2	4.7.0.8	84832	10.10.2023, 15:13	OK
aspichk.exe	c:\clarity\bin\hw_drivers\aspi2	2.0.0.0	245760	10.10.2023, 15:13	OK
aspiinst.exe	c:\clarity\bin\hw_drivers\aspi2	-	65536	10.10.2023, 15:13	OK
aspixp.sys	c:\clarity\bin\hw_drivers\aspi2	4.71.2.0	16512	10.10.2023, 15:13	OK
beep.exe	c:\clarity\bin\utils	-	35840	10.10.2023, 14:15	OK
benchtofdx.dll	c:\clarity\bin	1.0.0.30	171008	10.10.2023, 13:22	OK

Buttons: Clarity, What's New, Readme, System Files, OK

# SUPPORT REQUEST

## DIAGNOSTIC FILES

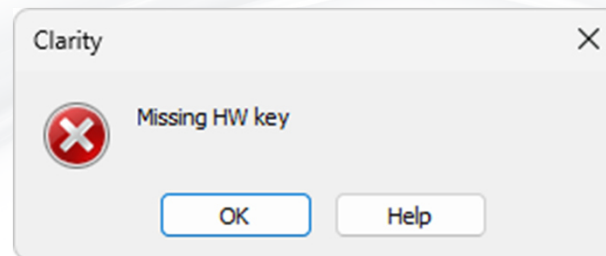
Folder	File	Meaning
Cfg	Systeminfo.txt	Installed Clarity version and components
Cfg	Clarity.cfg	Configuration and system settings
Cfg	Clarity.dsk	User preferences and settings
Cfg	Clarity.psw	User accounts
Cfg\Debug_Logs	BadTrace.txt + *.dmp files	Diagnostic files – only present after some problems
Cfg\Debug_Logs\PgmLog	*.log files	What was performed on/by station (more detailed than audit trail)
Cfg\Audit_Trails	yyyy_mm_dd.audit	Created daily – what was performed on/by station

**i** D013 - <https://www.dataapex.com/downloads/26026/view>

# PROBLEMS RELATED TO HW KEY

## MISSING HW KEY

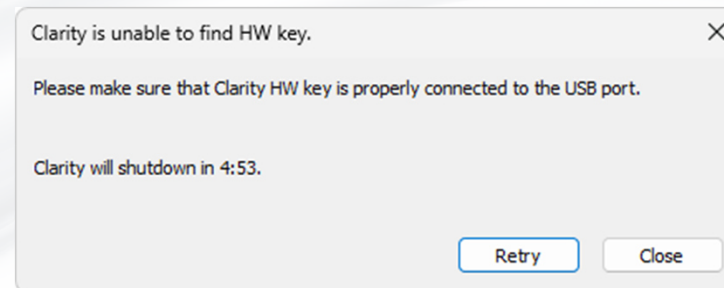
- HW key missing – Check if it is properly inserted in USB port
- USB port faulty – Check with another USB device
- HW key faulty – Check the diode (blinking/lit/dim?)
- HW key driver not installed properly – Check Device manager (only older RkUSB keys)



# PROBLEMS RELATED TO HW KEY

## CLARITY IS UNABLE TO FIND HW KEY

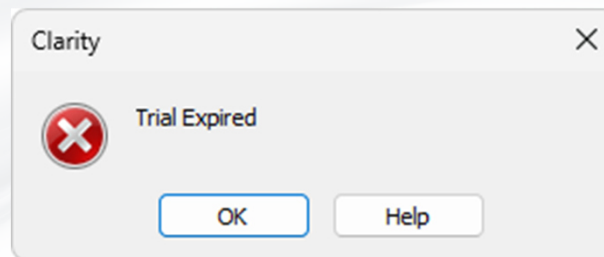
- HW key unplugged while Clarity is running
- USB port entering sleep mode



# PROBLEMS RELATED TO USER CODE

## TRIAL EXPIRED

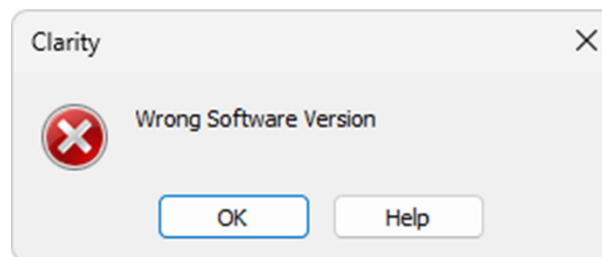
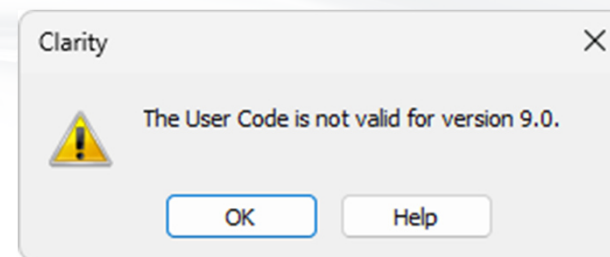
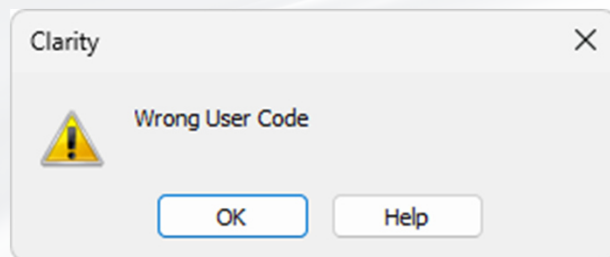
- Trial code period has expired – Ask for prolongation or enter user code
- User code was not entered during installation and HW key does not have trial enabled



# PROBLEMS RELATED TO USER CODE

## WRONG USER CODE/VERSION

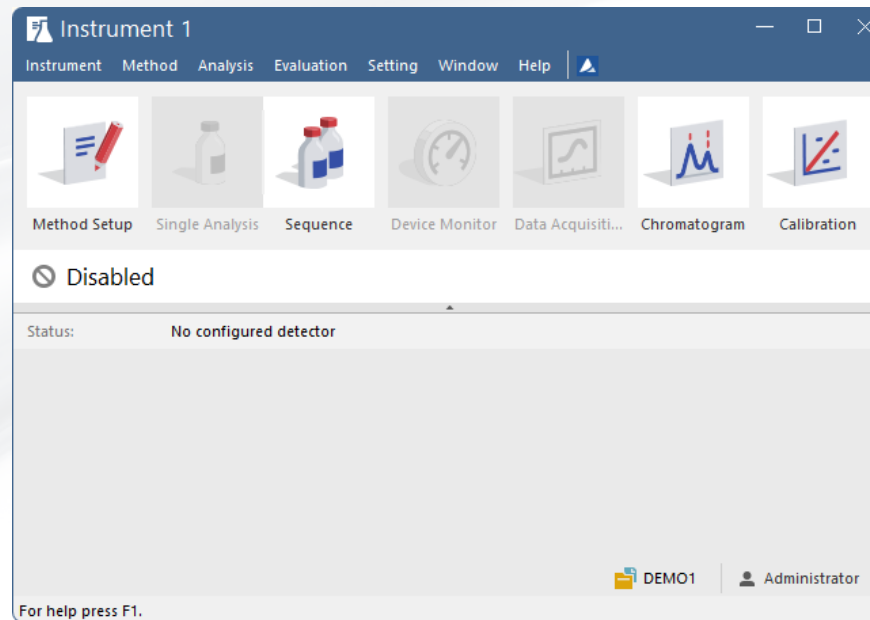
- > User code was mistyped
- > User code belongs to another station (HW key)
- > User code belongs to the station (HW key) but isn't valid for installed version (8.x, 9.x, ...)
- > User code isn't valid for installed SW version (Clarity vs Clarity Lite etc.)



# PROBLEMS RELATED TO CLARITY

## DISABLED INSTRUMENT

- No detector was configured on the instrument



# PROBLEMS RELATED TO CLARITY

## CALIBRATION CURVE COULD NOT BE CONSTRUCTED

➤ At least one of the compounds does not have any amount filled in the calibration file

Result Table (Uncal - Data\Sample\_Vial\_6-1) !! Calibration curve could not be constructed !!!

Reten. Time [min]	Response	Amount [µl]	Amount [%]	Peak Type	Compound Name
1	0.573	3.785			
2	0.937	2.183			
3	1.407	34.062			
4	1.650	50.691			
5	3.660	61.116		Ordrr (by IST)	Chloroform
6	3.993	183.931		Ordrr (by IST)	Trichloroethane
7	4.317	686.924		Ordrr (by IST)	Tetrachloromethane
8	5.903	66.367		Ordrr (by IST)	Trichloroethylene
9	6.810	378.309		Ordrr (by IST)	Bromodichloroethane
10	7.060	632.612		ISTD1	ISTD
11	9.520	355.868		Ordrr (by IST)	Tetrachloroethylene
12	9.880	325.132		Error	Dibromodichloromethane
13	10.107	2.852			
Total					

Calibration Summary Table (ISTD - Calib\Demo 1 - Signal 1)

Used	Compound Name	Reten. Time	Left Window	Right Window	Peak Type	Named Groups	Is ISTD	Use ISTD	Peak Color	LOD	LOQ	Resp. rate	Manual Resp.	Level 1
1	Chloroform	3.717	0.200 min	0.200 min	Ordrr		None	ISTD		0.000	0.000 A	0.0000	28.5632	0.400 0.0140 1/1
2	Trichloroethane	4.053	0.200 min	0.200 min	Ordrr		None	ISTD		0.000	0.000 A	0.0000	79.4499	0.400 0.0050 1/1
3	Tetrachloromethane	4.387	0.200 min	0.200 min	Ordrr		None	ISTD		0.000	0.000 A	0.0000	287.5541	0.400 0.0014 1/1
4	Trichloroethylene	5.960	0.200 min	0.200 min	Ordrr		None	ISTD		0.000	0.000 A	0.0000	25.4551	0.400 0.0157 1/1
5	Bromodichloroethane	6.870	0.200 min	0.200 min	Ordrr		None	ISTD		0.000	0.000 A	0.0000	158.0919	0.400 0.0025 1/1
6	ISTD	7.107	0.200 min	0.200 min	Ordrr		ISTD1			0.000	0.000 A	0.0000	678.5633	2.000 0.0029 1/1
7	Tetrachloroethylene	9.567	0.200 min	0.200 min	Ordrr		None	ISTD		0.000	0.000 A	0.0000		
8	Dibromodichloromethane	9.930	0.200 min	0.200 min	Ordrr		None	ISTD		0.000	0.000 A	0.0000	138.2215	0.000 0.0000 1/1

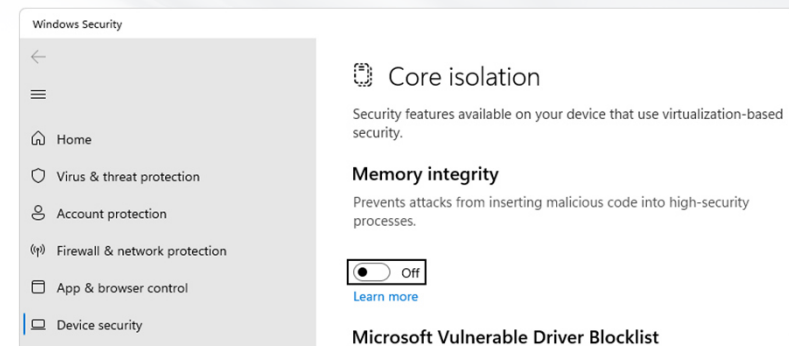
Response [mV.s] Amount [µl] Response Factor Rec No. Used

1	138.2215	0.0000	0.0000	1/1	
2	334.0242	0.0000	0.0000	1/1	
3	858.6601	0.0000	0.0000	1/1	
4	1291.913	0.0000	0.0000	1/1	
5	0.0000	0.0000	0.0000	0/1	

Retention Time: 9.93 min  
Peak Type: Ordrr  
Search Window: Abs  
Left Window: 0.2 min  
Right Window: 0.2 min  
Peak Selection: Nearest  
Quantification Response Base: Area  
Is ISTD: None  
Use ISTD: ISTD  
Curve Fit Type: Linear  
Origin: Curve passes through Origin  
Weighing Method: None  
Linearization X: None

# COMPUTER SETTINGS

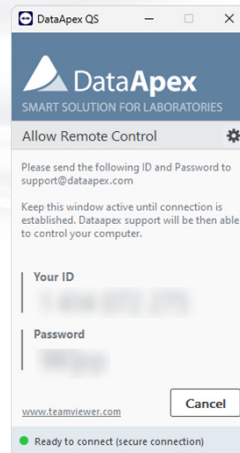
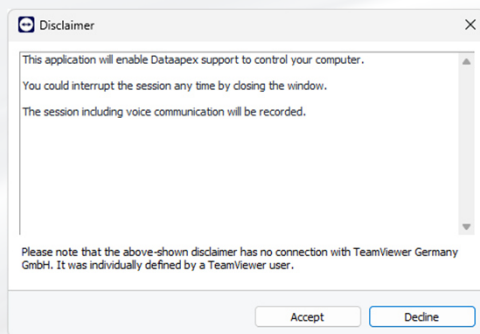
- User access rights
  - Must have Read/write access to all Clarity folders
  - Install Clarity from intended user account using “Run as administrator”
- Power-saving
  - Disable sleep mode
- Windows updates
  - Prevent automatic updates – may cause restart during overnight runs
- Windows user switching
  - Avoid while Clarity is running
- Memory integrity
  - Turned on on new Windows 10/11
  - Blocks some USB drivers (Old RkUSB key, Primaide, U-PAD2...)
  - Won't turn on if the driver is already present (update is safe)



# REMOTE SUPPORT

## TEAMVIEWER

- > Arrange session with the time zones in mind - Prague time is UTC+1 (UTC+2 in summer)
- > Do NOT close the QS utility during the support



**i** Download TeamViewer Quick Support utility (27 MB) from: <https://get.teamviewer.com/dataapexqs>

23.0331



Clarity™

ADVANCED CHROMATOGRAPHY SOFTWARE

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**THANK YOU FOR YOUR ATTENTION**