

# Leica Application Suite

## Software Feedback

Please report issues or feedback concerning this software to the following address:

#### di.support@leica-microsystems.com

or

#### MQM-Hotline@leica-microsystems.com

or

#### FAX +41 71 726 33 66

When using the Hotline please mention the exact configuration you are working with and your software version/release. This will facilitate the analysis of the issue reported and accelerate our response time. The following notes will help you to find this information.

## Information required when contacting the hotline

Please provide the following information when reporting an issue:

LAS software version number	2
Computer description and Windows version	2
Microscope description	3
Camera description	4
Description of steps that reproduce the issue	4
Product improvement suggestions	5

The notes on the following pages describe where to find this.

Thank you for helping us to resolve this issue

### LAS software version number

Read this from the LAS About command



### **Computer description and Windows version**

A quick way of providing this information (mother board type, name, operating system, RAM, language, etc) is to run a program called Dxdiag. This is installed on most PCs and can be run as follows:

From this Diagnostic Tool click 'Save All Information....'. This will create a text file with all the details of your PC. Please include this with your report.

### **Microscope description**

Please print the profile sheet for the microscope. Go to Setup and show the Mic tab. Now select Print profile sheet as shown below.

NS 🕝 Fi	ile Option	s H	elp		
P	rint profile s	heet		Process	
Microscope Fine	xit LAS xit			Process 7	
Components		Microscope values:			
			Position	Value	
T *Z DM6000B		•	1	TYPE 11020530018000	
🔻 🎙 IL-AXIS			2	11888	
ILTurret IL-TURRET(8-F	POS)		3	040770	
MagChanger MAGCHANG	ER(3-POS	4		3/87	
DICTurret DIC-TURRET		5		BZ: 00	
Nosepiece NOSEPIECE(7-1	POS)		6	08.08.1987	
CTAGE		1	7	DM6000B	
		1	8	TL-DIC:TL-BF;FLUO-PH;F	
MANUAL-TUBE			9		
VISUAL			10	4	

The Profile Sheet will be displayed as in the example below.

f f OII for Leica Di	le S gitalN	heet licroscope	es	c	Leica MICROSYSTEMS		
User ID:		geoffienkinson					
Serial number of stand: Microscope type: Date of completion:		040770					
		DM6000B					
		14/03/2007 15:02:23					
Date of comple Firmware:	etion:	14/03/2007 15:02:23 SYS.HEX[V01.10]; X	YZ-DIS.HEX[V01.06]; KO	NDSCH.	HEX[V.01.06];		
Date of comple Firmware: Device	Pos.	14/03/2007 15:02:23 SYS.HEX[V01.10]: X	YZ-DIS.HEX[V01.06]; KC	Pos.	HEX[V.01.06]:		
Date of comple Firmware: Device	Pos.	14/03/2007 15:02:23 SYS.HEX[V01.10]; X Content	YZ-DIS.HEX[V01.06]; KC	POS.	HEX[V.01.06]:		
Date of comple Firmware: Device Contrasting	Pos.	14/03/2007 15:02:23 SYS.HEX[V01.10]; X Content Yes	YZ-DIS.HEX[V01.06]; KC	PONDSCH.	HEX[V.01.06]: Content 11506083 [2.5x]		
Date of comple Firmware: Device Contrasting Methods	Pos. TL BF TL PH	14/03/2007 15:02:23 SYS.HEX[V01.10]; X Content Yes Yes	YZ-DIS.HEX[V01.06]; KO	Pos. 1 2	HEX[V.01.06]: Content 11506083 [2.5x] 11506504 [5x]		
Date of comple Firmware: Device Contrasting Methods	Pos. TLBF TLPH TLDF	14/03/2007 15:02:23 SYS.HEX[V01.10]; X Content Yes Yes No	YZ-DIS.HEX[V01.06]; KC	Pos. 1 2 3	HEX[V.01.06]: Content 11506083 [2.5x] 11506504 [5x] 11506507 [10x]		
Date of comple Firmware: Device Contrasting Methods	Pos. TL BF TL PH TL DF TL DIC	14/03/2007 15:02:23 SYS.HEX[V01.10]: X Content Yes Yes No Yes	YZ-DIS.HEX[V01.06]: KC	Pos. 1 2 3 4	HEX[V.01.06]: Content 11506083 [2.5x] 11506504 [5x] 11506507 [10x] 11506506 [20x]		
Date of comple Firmware: Device Contrasting Methods	Pos. TL BF TL PH TL DF TL DIC TL POL	14/03/2007 15:02:23 SYS.HEX[V01.10]: X Content Yes Yes No Yes Yes Yes Yes	YZ-DIS.HEX[V01.06]; KC	Pos. 1 2 3 4 5	HEX[V.01.06]: Content 11506083 [2.5x] 11506504 [5x] 11506507 [10x] 11506506 [20x] 11506145 [40x]		
Date of comple Firmware: Device Contrasting Methods	Pos. TL BF TL PH TL DF TL DIC TL POL IL FLUC	14/03/2007 15:02:23 SYS.HEX[V01.10]: X Content Yes Yes No Yes Yes Yes Yes Yes Yes Yes	YZ-DIS.HEX[V01.06]: KC	Pos. 1 2 3 4 5 6	HEX[V.01.06]: Content 11506083 [2.5x] 11506504 [5x] 11506507 [10x] 11506506 [20x] 11506145 [40x] 11506197 [100x]		
Date of comple Firmware: Device Contrasting Methods	Pos. TL BF TL PH TL DF TL DIC TL POL IL FLUC IL BF	14/03/2007 15:02:23 SYS.HEX[V01.10]: X <sup>1</sup> Content Yes Yes No Yes Yes Yes O Yes No	YZ-DIS.HEX[V01.06]: KC	Pos. 1 2 3 4 5 6 (7)	HEX[V.01.06]: Content 11506083 [2.5x] 11506504 [5x] 11506507 [10x] 11506506 [20x] 11506145 [40x] 11506197 [100x] <null></null>		

Save the profile to file and send with your issue report.

If there is an issue with the Microscope, it is helpful to send the 'Log files' that are produced when a problem occurred. You can enable these are follows:

In Hardware Setup, click on the small white arrow.



From the Log Files dialog, tick the Log comms check box.

- Log files	
Log communicati	ion traffic

Send the recent log files when you report this issue.

#### **Camera description**

The camera type and serial number can be found in LAS. Please repeat for all cameras.

Input Options	0
Select Camera	
DFC 320 - 004420604	Ð

### Description of steps that reproduce the issue

Describe the steps required that will reproduce the issue you are reporting. Screenshots of the bug / error message are very helpful.

If you see an 'Unhandled Exception' message such as shown below, please click Save, and the details will be recorded to file. Please send this file with your report. If you send the information as a screenshot, please make sure you have clicked on Detail and Word Wrap.

Infortunately an error has occurred.	
r possible save your work and then Exit and re-start the application. Plasse contact laics support with the following information	
WilReference Exception           iject reference not set to an instance of an object.           StatilReference Exception           WilReference Exception           It Lies/Allicrosystems Framework Archive LasArchive SaveAll()           It Lies/Allicrosystems Framework Archive LasArchive CanMoveFromDitryRecord()           It Lies/Allicrosystems Framework Archive Allicrosystems CanDeaditive()           It Lies/Allicrosystems Framework Archive Allicrosystems CanDeaditive()           It Lies/Allicrosystems Framework Archive Allicrosystems CanDeaditive()           It Lies/Allicrosystems Framework MorthowBar_MontkowChanged()           It Lies/Allicrosystems GUILIMSWorld/NovBar_MontkowChanged()           It Lies/Allicrosystems GUILIMSWorld/NovBar_MontkowSchwenzhange           It Lies/Allicrosystems GUILIMSWorld/NovBar_MontkowSchwenzhange           It System Windows Forms Control Winflowale Up(Message& m, MouseButtons button, Int32 clicks)           It System Windows Forms Control ControlNitative Window Montkesage(Message& m)           It System Windows Forms NativeWindow Callback(IntPrhWind, Int32 msg, IntPr wparam, IntPr lparam)           It System Windows Forms NativeWindow Callback(IntPrhWind, Int32	<
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## Product improvement suggestions

Product improvement suggestions and recommendations are also welcome and can be sent to the Hotline address which is di.support@leica-microsystems.com

Date: March 2007

Issue: 1

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