



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



The screenshot shows the 'About' dialog for the Leica Application Suite. It features a 3D cube icon with a red top face. The text includes the product name, version (2.6.0 R1), copyright information (2003-2007), and contact details for Leica Microsystems. It also displays the current user (geoff.jenkinson) and the remaining demo period (323 days).

Leica Application Suite
Version 2.6.0 R1 [Build : 1184]

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Montage - Copyright© 2006-2007 Synoptics Ltd.

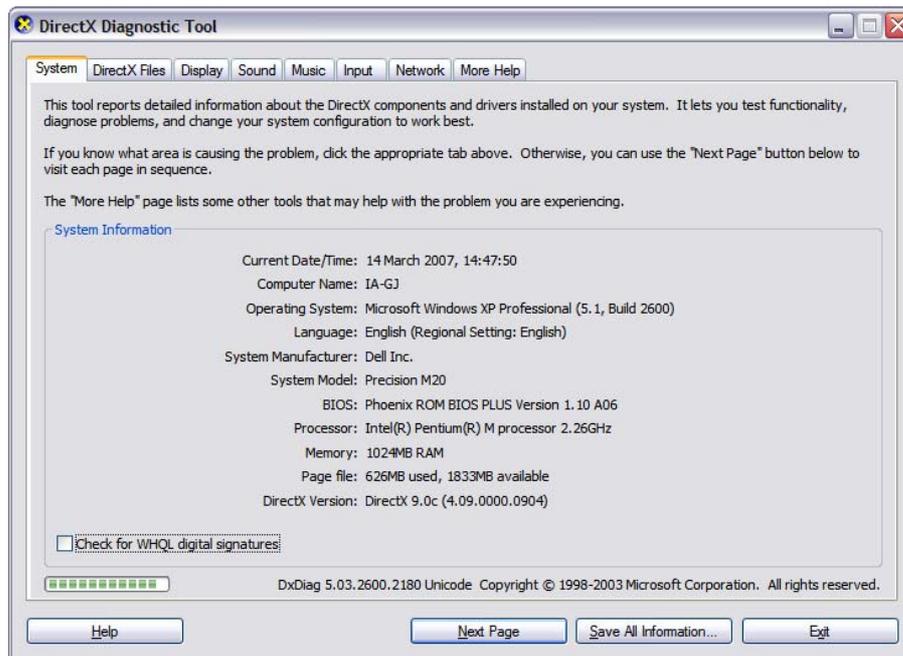
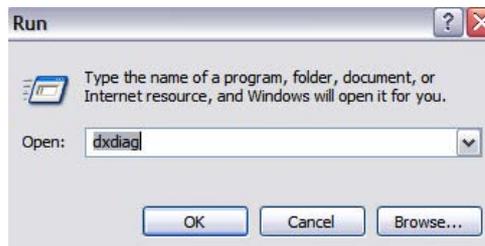
Included Application Information:
LAS Version 2.6.0 R1 [Build : 1184]

<http://www.leica-microsystems.com>
Current User: geoff.jenkinson
Licence: Demo Period 323 Days remaining

Leica
MICROSYSTEMS

Computer description and Windows version

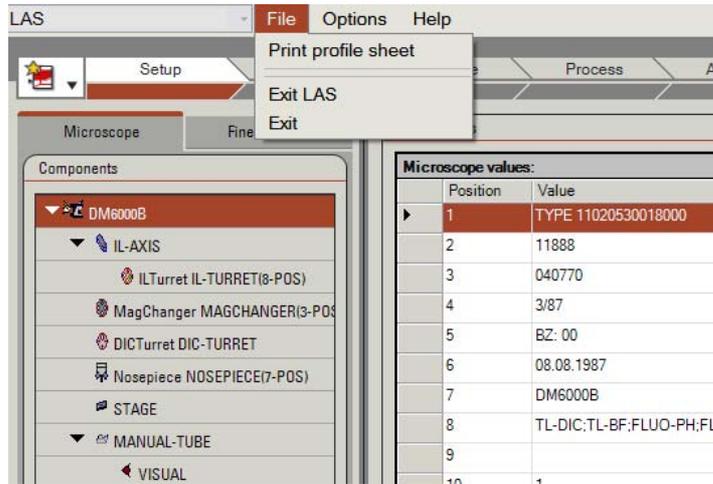
A quick way of providing this information (mother board type, name, operating system, RAM, language, etc) is to run a program called DxDiag. This is installed on most PCs and can be run as follows:



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.



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

Profile Sheet

for

Leica DigitalMicroscopes

User ID:	geoff.jenkinson
Serial number of stand:	040770
Microscope type:	DM6000B
Date of completion:	14/03/2007 15:02:23
Firmware:	SYS.HEX[V01.10]; XYZ-DIS.HEX[V01.06]; KONDSCH.HEX[V.01.06];

Device	Pos.	Content	Device	Pos.	Content
Contrasting	TL BF	Yes	Obj.	1	11506083 [2.5x]
Methods	TL PH	Yes	Nosepiece	2	11506504 [5x]
	TL DF	No		3	11506507 [10x]
	TL DIC	Yes	4	11506506 [20x]	
	TL POL	Yes	5	11506145 [40x]	
	IL FLUO	Yes	6	11506197 [100x]	
	IL BF	No	(7)	<NULL>	
	IL DF	No			

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 as follows:

In Hardware Setup, click on the small white arrow.



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



Send the recent log files when you report this issue.

Camera description

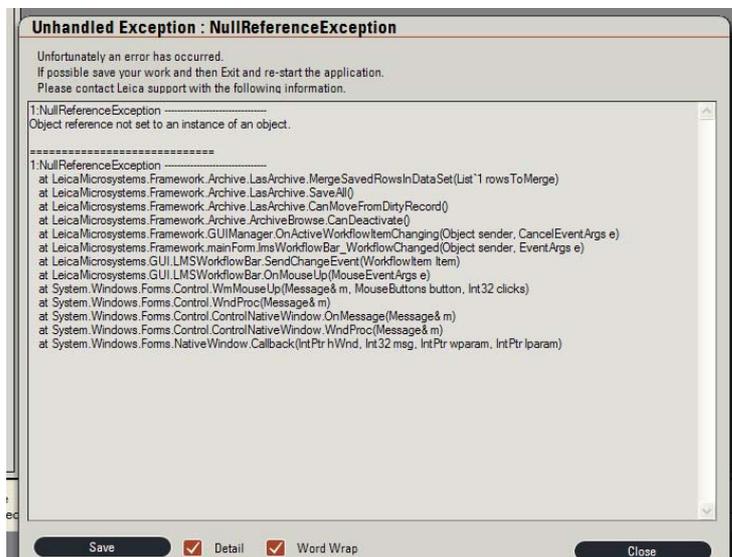
The camera type and serial number can be found in LAS. Please repeat for all cameras.



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.



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

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