



Purpose: To provide Inlite Research support with diagnostic data to troubleshoot reported issues on the customer's computer

Description: This process uses tools that collect information about the Windows environment to help identify compatibility issues. *No personal or private information is gathered by this process.*

Procedure: Please follow instructions to perform **ALL** of these steps, which are described in the following paragraphs.

- A. Email the ClearImage Installation Logs
- B. Run the System Info procedure, then email the results
- C. Run the Inlite Advisor application. It will email the results automatically.

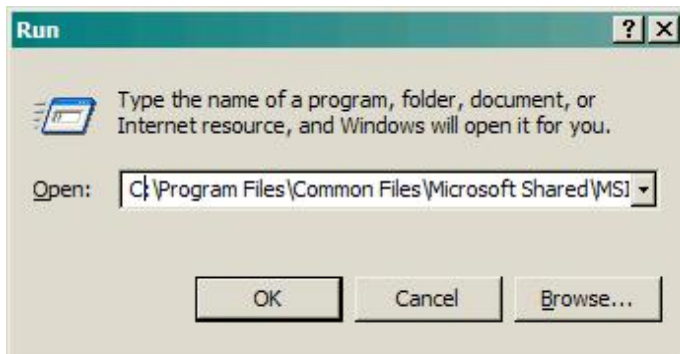
A. Installation Logs Procedure:

Email these files to support@inliteresearch.com.

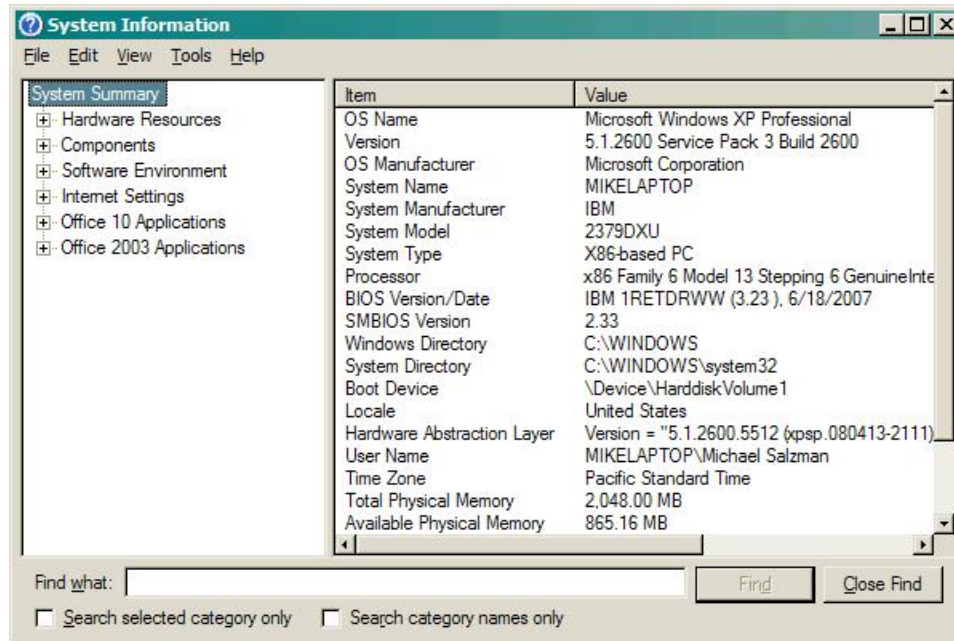
- C:\Program Files\ClearImage\COM\INSTALL_UDK.LOG
- C:\Program Files\ClearImage\COM\INSTALL.LOG

B. System Info Procedure:

1. Run this program,
"C:\Program Files\Common Files\Microsoft Shared\MSInfo\msinfo32.exe".



The program will display a window with the system information, as shown below:



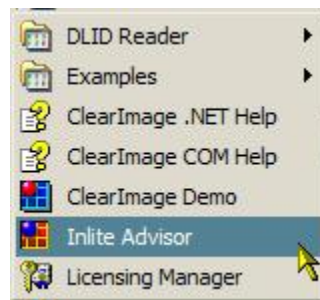
2. Use the pull down menu, **File -> Save**, and give the output file a name. The extension will be .NFO.
3. Zip the .NFO file, to reduce its size and email it as an attachment to support@inliterearch.com.

C. Advisor Procedure: The Advisor can be executed in several ways

- From the windows Start Menu
- From the ClearImage Demo application

Running the advisor from the Start Menu

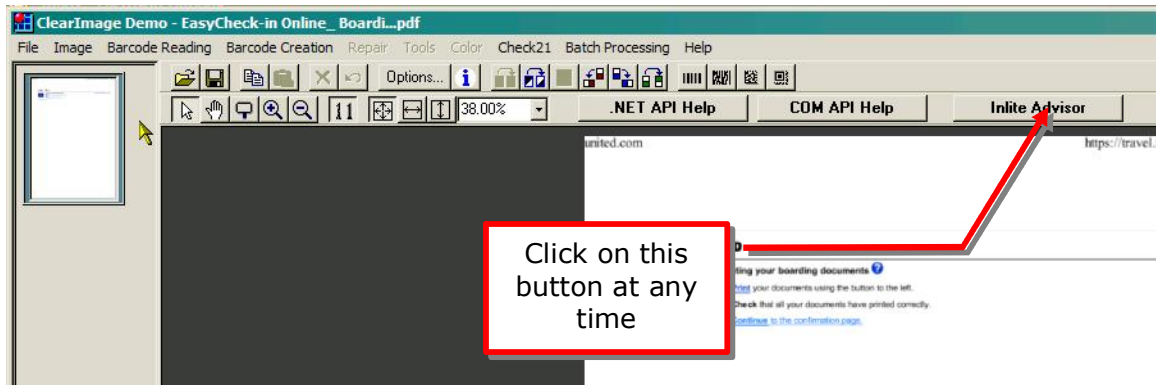
On the Windows screen, left click on , then follow the chain and click on :



[Start/Programs/ClearImage/Inlite Advisor](#)

Note: *If you do not see this group in your start menu, then your user name does not have permissions to execute this program. Log in as an Administrator user.*

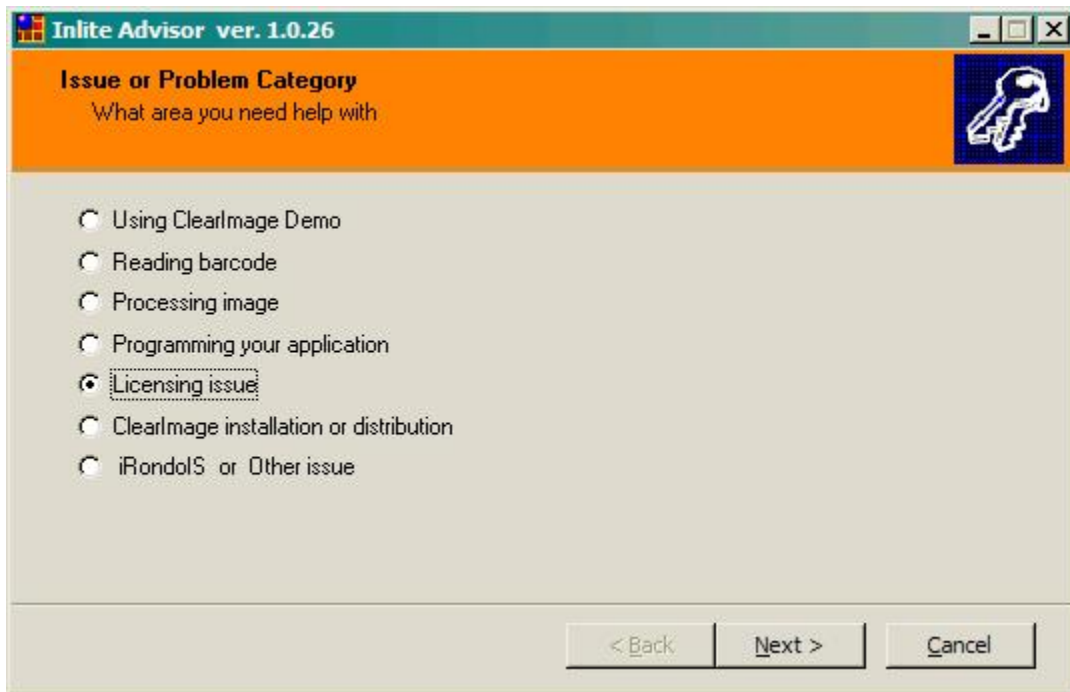
Starting from ClearImage Demo



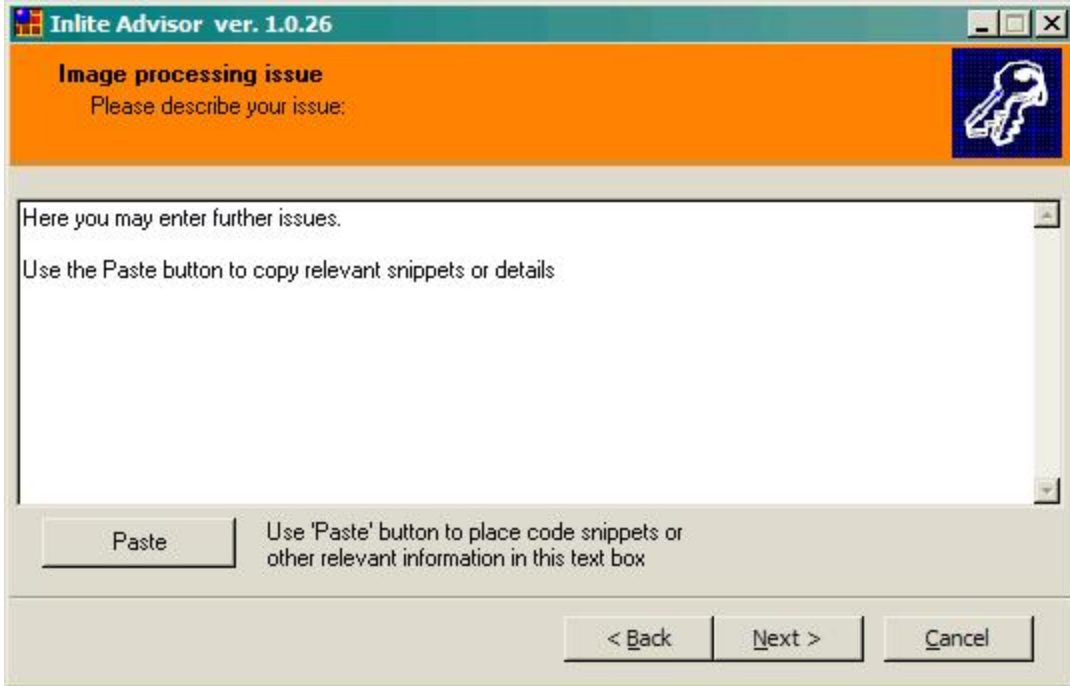
Either click on the button as shown in the picture, or from the Help pull down menu select Inlite Advisor

Operating the Inlite Advisor Program

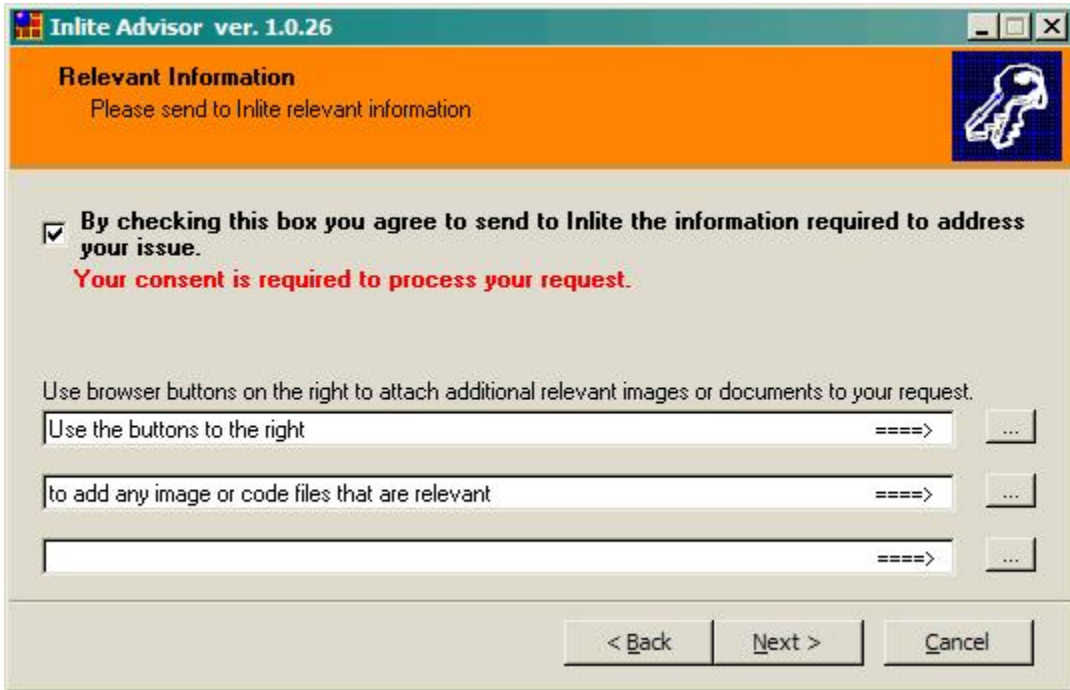
The program presents a series of screens to collect information. Fill out what seems to be most appropriate, and go through them one by one



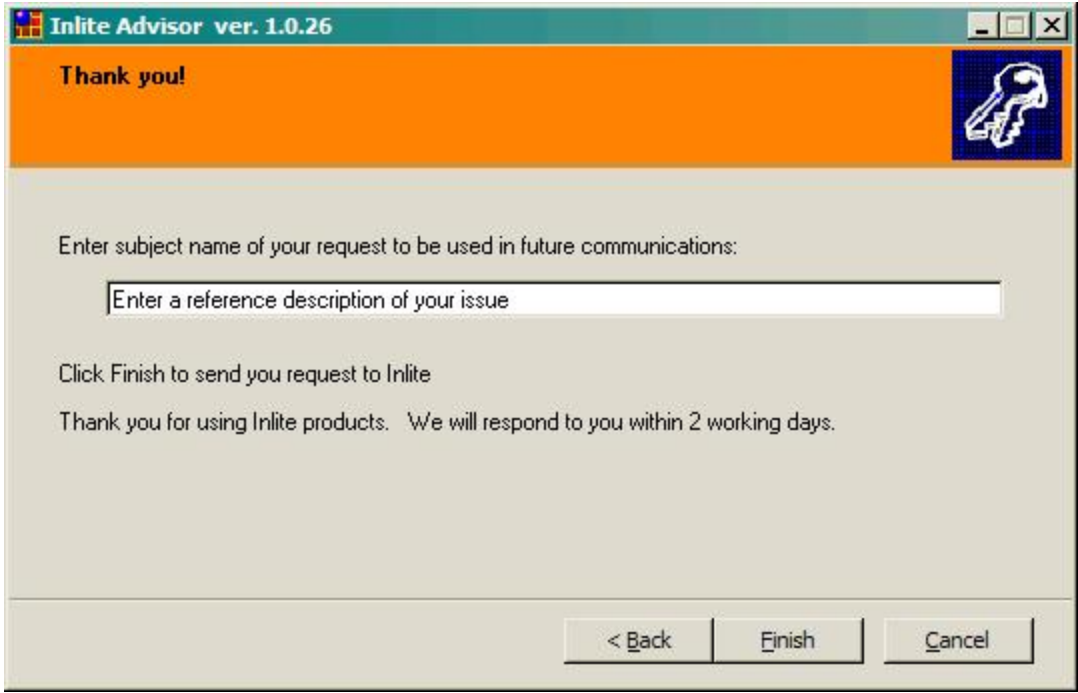
Click on Next.



Click on Next



Click on Next.



Click on Finish.

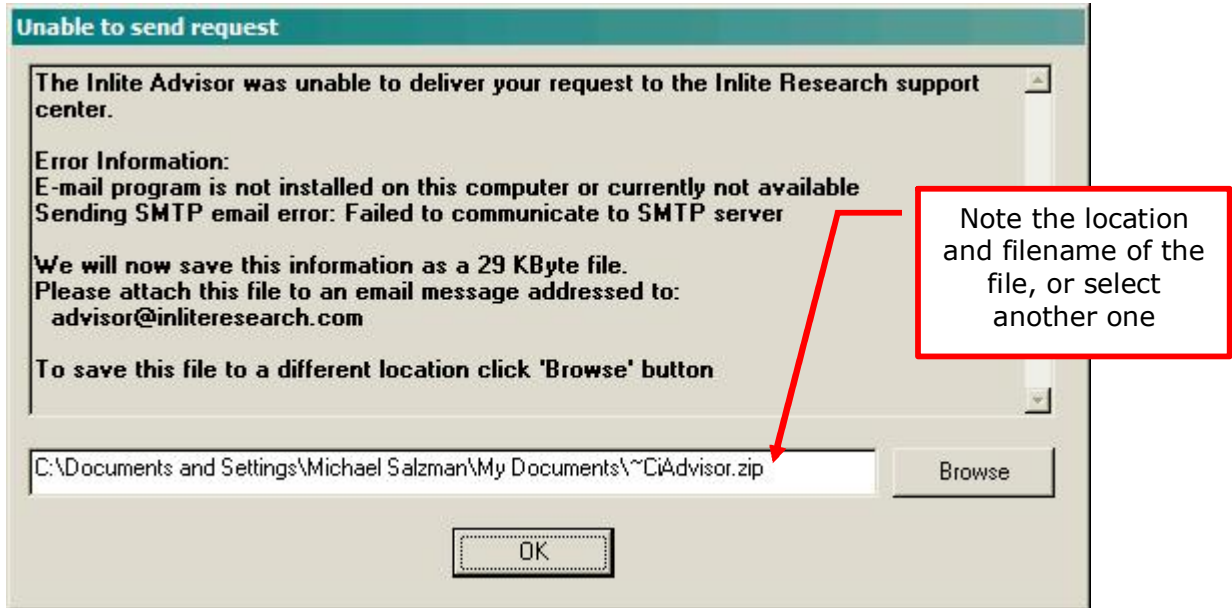
At this point the program will **TRY** to directly send the data to the Inlite Research support server. The data is encrypted and compacted to save time.



If it completes you will see this dialog box.



If, for any reason, the program fails to connect to the Inlite Research support server it will notify you with a screen similar to the one below:



Attach the file to an email and email the file to supportcom@inlitteresearch.com