

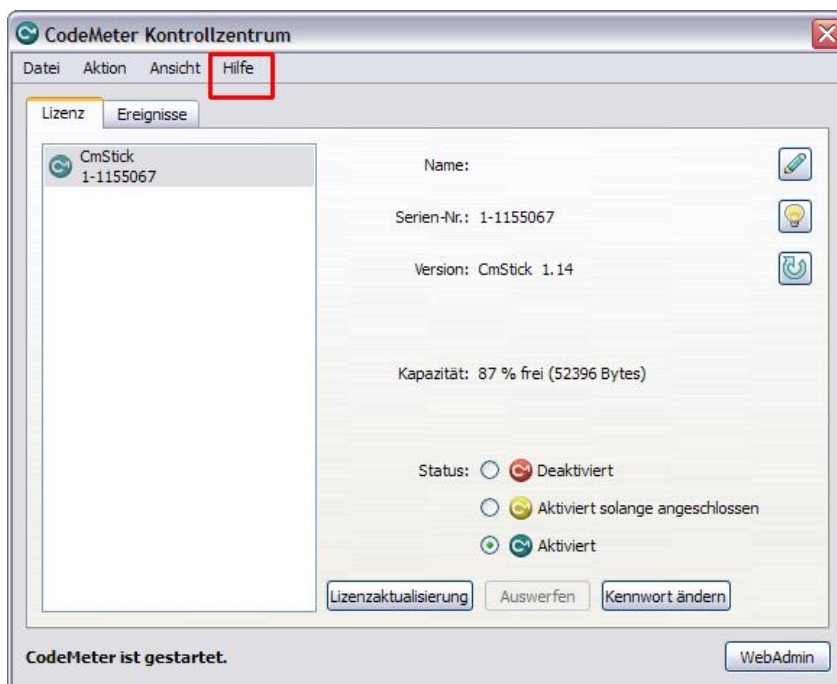
Problem Description

For a fast and direct help we need the following information. Please answer the following questions and make the necessary screenshots.



Please provide us with all information you can get and try to describe your problem as precise as possible.

1. What kind of problems do you have? (please try to describe as precise as possible)
2. Which error messages do you have? (screenshot)
3. Do you have the problem on your computer only, or on every computer?
4. Do you have a local or a network CODEMETER license?
5. Is your CODEMETER connected to your file server? Do you use network installation for your license files?
6. Do you use the latest SOFiSTiK Programm Version? Please check with our program SONAR: Start > Program Files > SOFiSTiK > SONAR.
7. Which CODEMETER driver version do you use?
start CODEMETER control center > menu HELP > ABOUT

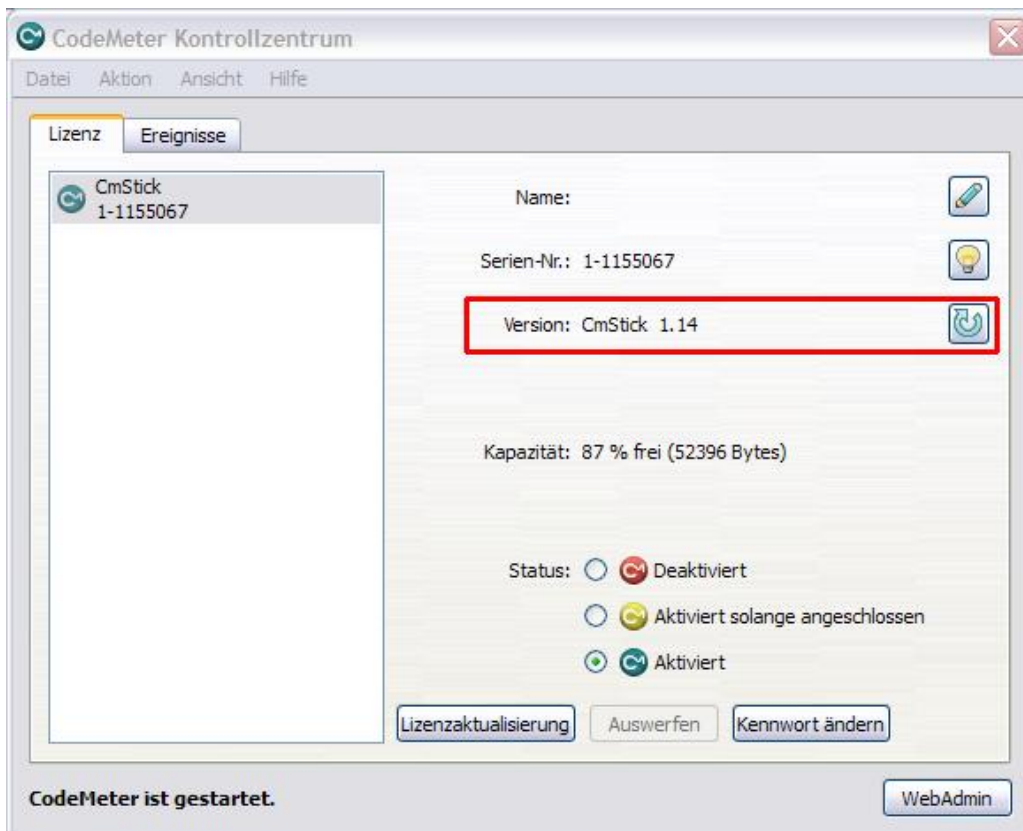


Screenshot CODEMETER Control Center (Version 4.00)



Screenshot CODEMETER control center , latest driver version 4.00

8. Which version of CODEMETER firmware do you use?



Screenshot firmware version 1.14

Required Files

We need **all** files listed below for a fast diagnosis and problem solution.

§ PRT file

Goto your project directory and select the *.prt file created from your last analysis. This file contains all relevant information, error messages, warnings and program versions. (only FEA programs)

§ Diagnose.xml

- SSD / TEDDY goto menu HELP > DIAGNOSTIC...
- SOFiCAD goto menu ? > DIAGNOSTIC...
- SOFiPLUS goto menu ? > DIAGNOSTIC...
- In special cases, if nothing else will work, goto START > PROGRAM FILES > SOFiSTiK > DIAGNOSTIC

Save all information with the command menu FILE > SAVE AS Diagnostic.xml

§ Codemeter log (in case of network installation from server **and** all clients)

- Start CODEMETER Control Center and goto tab "Events"
move your cursor inside the text window.
now use right mouse menu "mark all" and "copy"
paste the information in a text document and save it.
- Alternatively you will find the log files in C:\program files\CodeMeter\Logs
Please note: to use this function activate the protocol function with STRG + L

§ CmDust (in case of network installation from server **and** all clients)

Start CmDust via START > PROGRAM FILES > CODEMETER > TOOLS > CmDust. A command prompt opens and the program starts. After a few seconds CmDust has finished and your personal folder is opened in an explorer window. There you will find the results of CmDust in the file CmDust-Result.log.

Please send all information and data files (zip-format) to support@sofistik.de.

We work hard to help you as fast as possible.

Your SOFiSTiK Support Team