

1 Ask for Support

If you experience a problem that you cannot fix by troubleshooting, follow these steps to contact technical support at Retrotec.

1.1 Before you ask, update your software

First, update your FanTestic Integrity software to the [latest version](#), see section 2.

Second, update your Windows software using Control Panel – System and Security - Windows Update, see section 3.

Third, if you are using the DM32 gauge, make sure you have updated the DM32 to the latest firmware version (DM-2 has no way for users to upgrade the firmware). See the DM32 Configurator software manual, section 5, for details on how to do this: <http://retrotec.com/manuals-guides/Manual-DM32%20Configurator.pdf>

1.2 What information to send

If you are still having problems after updating, follow the steps below to gather all the files which will describe the problem. We cannot solve your problem without the following information.

In your email, describe the problem and when it occurs, and attach the following:

- The standard are you using (click “Settings” → “Change Standard” to check)
- Log file from [My Documents]\Retrotec\Logs
- Test file you are using, file extension .fxml from [My Documents]\Retrotec\Tests
- Settings.xml file [My Documents]\Retrotec\AppData
- A screenshot of the software running or having the error
- the version of Microsoft Windows you are using

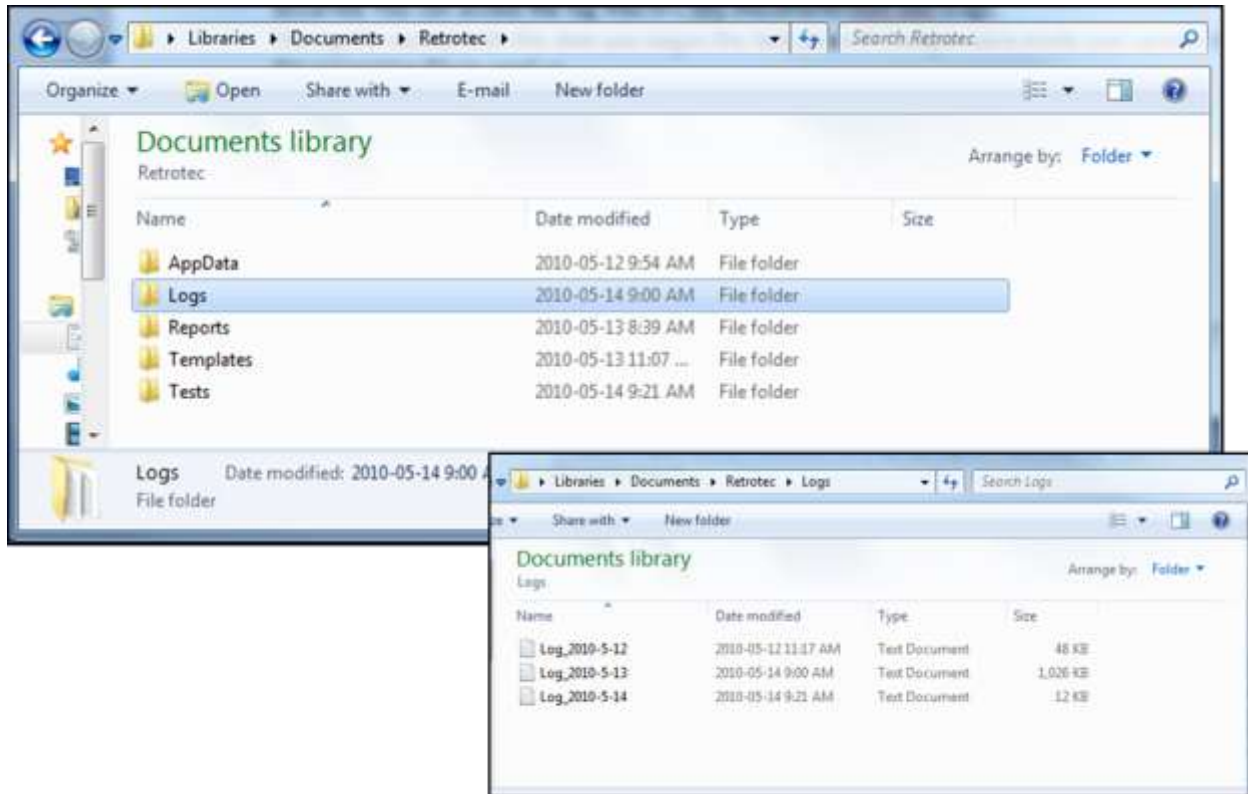
If you are having an error while generating a report in Microsoft Word, also provide the following

- the version of Microsoft Office you are using
- the report template file you are using (.docx) from [My Documents]\Retrotec\Templates
- the generated report (.docx) from [My Documents]\Retrotec\Reports

1.2.1 Find the Log File to Upload

Each test has an associated log file that is saved on your C: drive, in the Retrotec folder. These logs will help Retrotec to determine where the problem occurred. You can access the log files in your local drive, in [My Documents]\Retrotec\Logs.

A new log file is created for each day, named Log_yyyy-MM-dd.txt. If you leave FanTestic Integrity running over the course of multiple days, the log file will have the date of the day when FanTestic Integrity was initially started.



1.2.2 Find the Test File to Upload

The .fxml test files can be found in your local drive, in [My Documents]\Retrotec\Tests folder, and are saved by default with the date and time in the name. Send the .fxml file having the date you began the test.

1.2.3 Find the Settings File to Upload

The Settings.xml file is found in your [My Documents]\Retrotec\AppData folder, and contains information troubleshooting personnel can use to diagnose the problem.

1.2.4 Create a picture of the error to Upload

Screenshots are a way to show our Technical Support staff what your error looks like on your screen. This will help us, along with the background information (log, settings, and .fxml files), to determine the best approach to fix the problem.

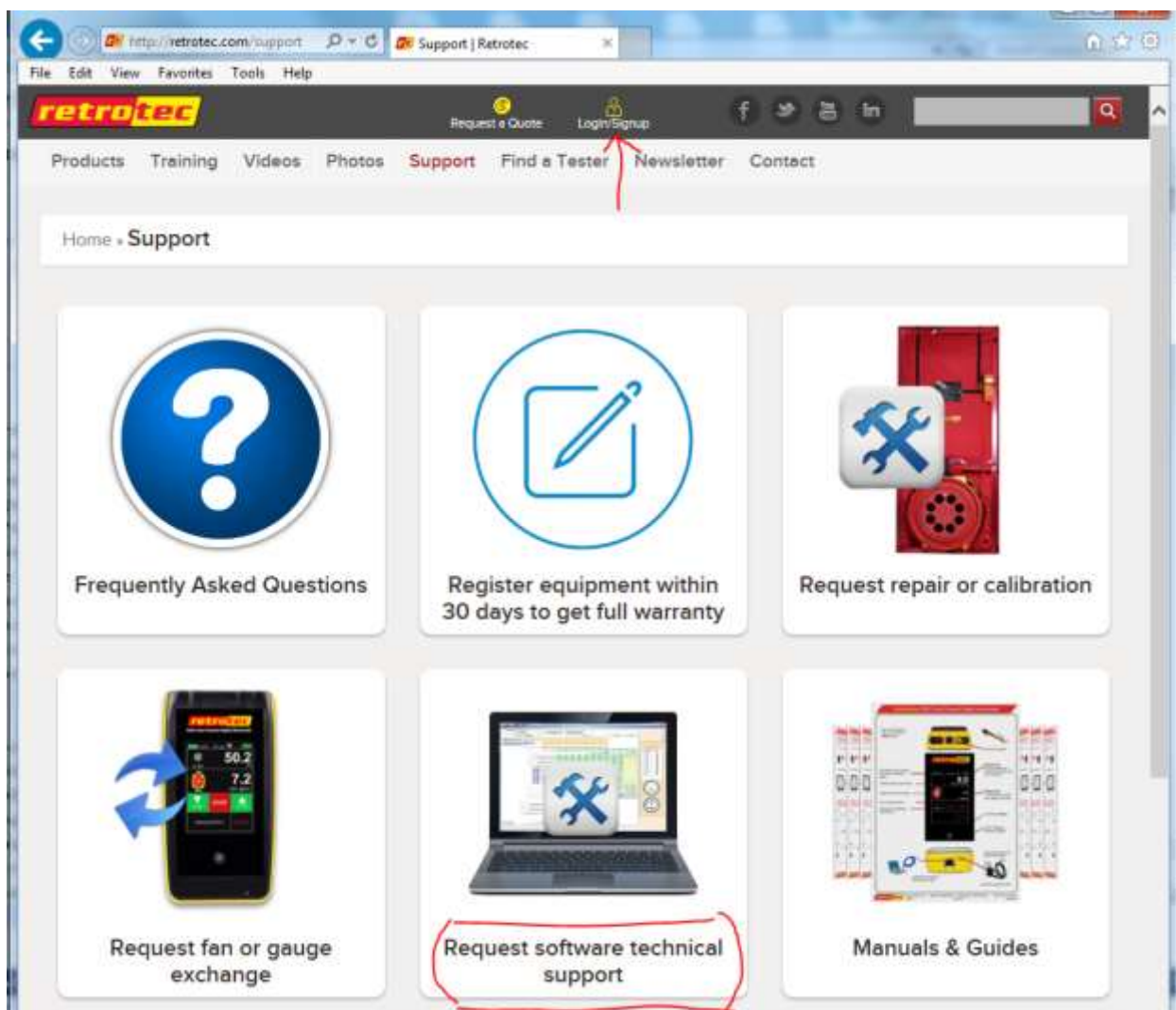
Current versions of Microsoft Windows include the “Snipping Tool” which can be used to make a screen snip of the window or of an area of a window on the screen. The image will be on the Windows clipboard as if it has been “copied” so you can just “paste” it into an email.

In older versions you may need to create a document and then capture an image of the screen you are currently looking at. To capture an image of the screen, push the “Print Scrn” button on your keyboard. In order to attach this image as a file for us to view, you must paste it into a document. To do this, open a new Microsoft Word or Paint document, right click on your mouse and select “Paste” (or “Edit” → “Paste”). The captured image of your screen should appear in the document. You can now save this document and include it as an attachment when you email the files, or upload them, to Retrotec.

1.3 Where to send the information

- For Technical Support or to send suggestions, send an email to support@retrotec.com
- If you have encountered a bug which makes FanTestic crash, send an email to: bugs@retrotec.com

If you prefer, you can submit the information using a Software Support Request directly through the Retrotec website instead of sending the information via email. On www.retrotec.com/support click on the “Login/Signup” button to log in to the website, and then click on the “Request Software Technical Support” button:



The request form will open and you can fill out the description of the problem and upload up to five files.

Create Software Support Request

To submit a software support request, fill in all the required information, provide a detailed description of the problem you are experiencing and the steps to reproduce this error. Attach up to five files for us to use in diagnosing your error. We will try to respond within 3 business days.

Company *

Full Name *

Email Address *

Phone Number *

Software Support Requested for: *

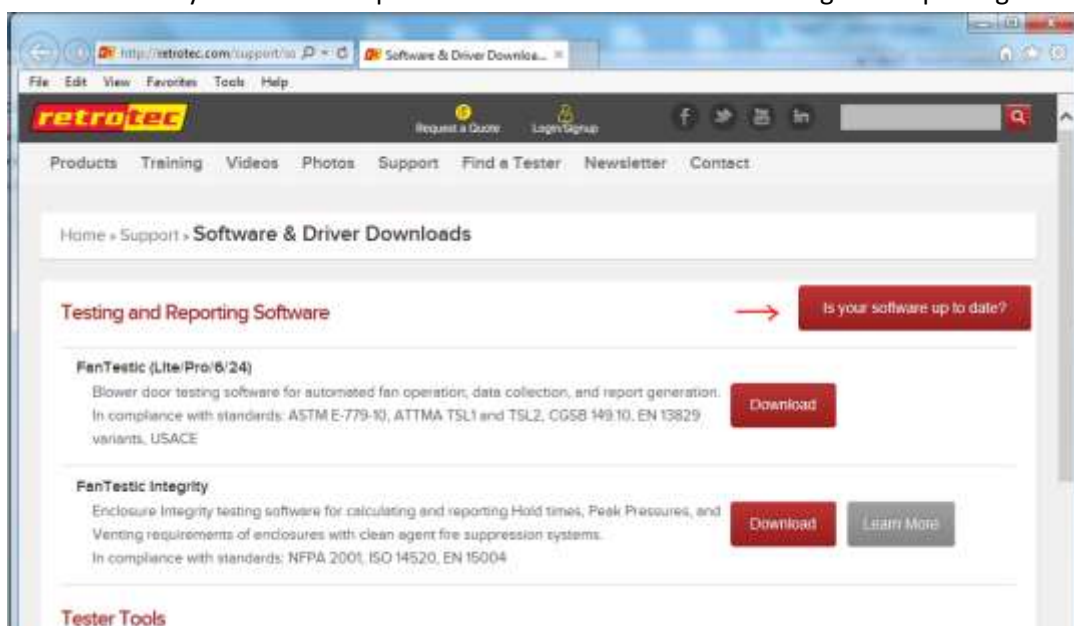
- FanTestic
- FanTestic Integrity
- Duct Leakage Test Report Generator
- DM32 Configurator
- VirtualGauge
- GaugeRemote (Android)
- GaugeRemote (iOS)
- Data Logger

Software Version

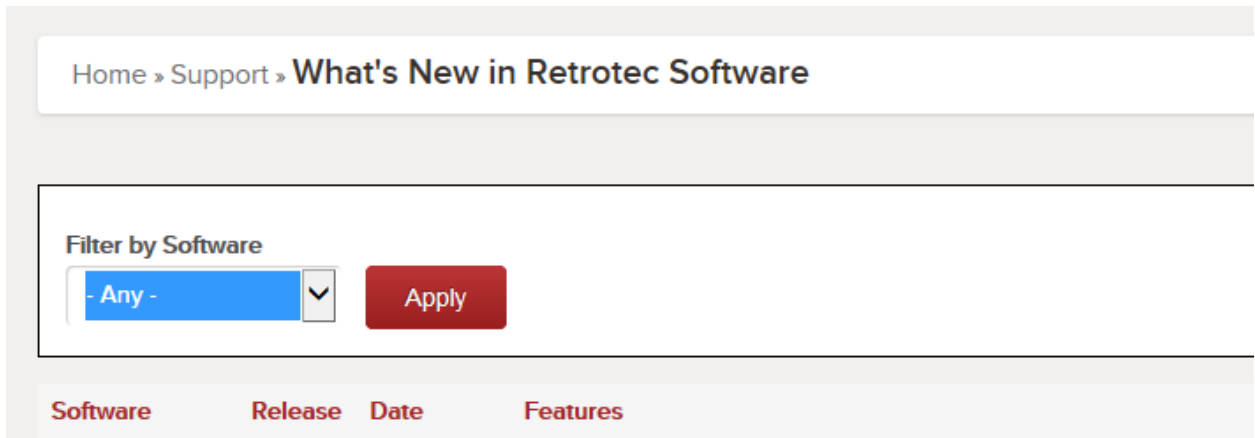
For example: 5.7.3.15 Find this in the Title bar when you first start the program.

2 Get the most current version of FanTestic Integrity

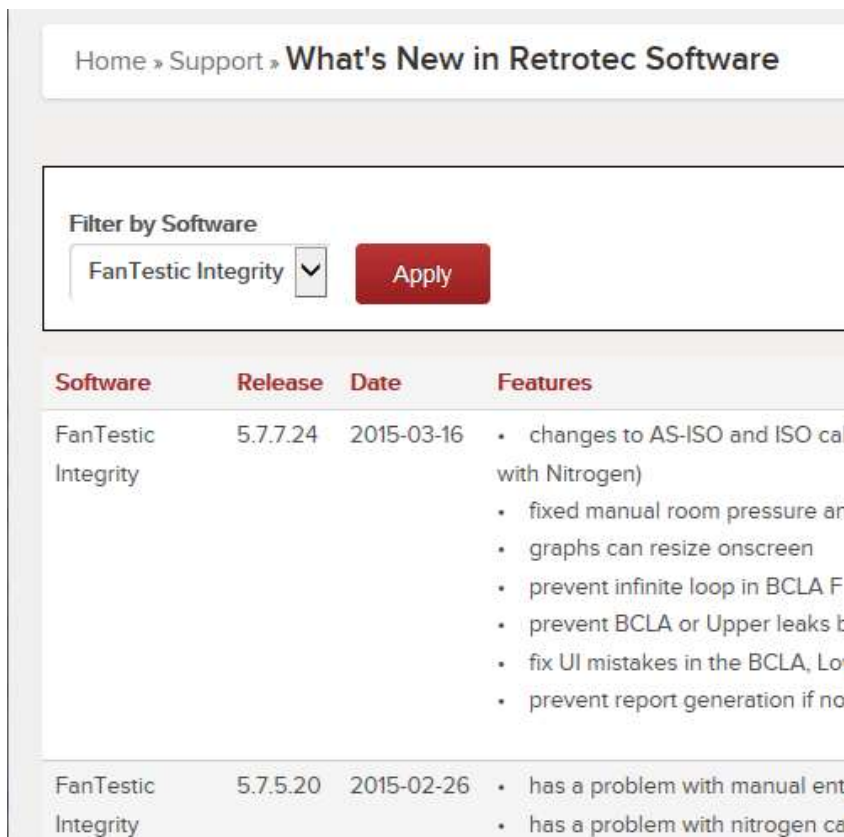
To determine the latest version, go to: <http://www.retrotec.com/support/software-downloads> and click on the “Is your software up to date?” button beside the “Testing and Reporting Software” title:



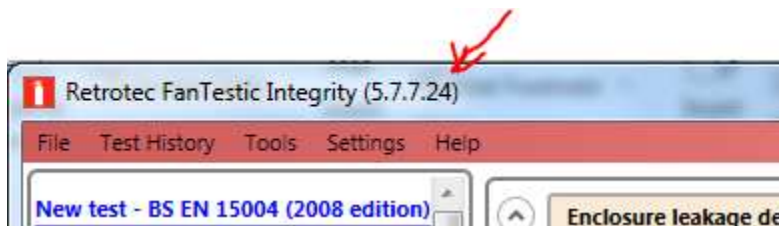
- In the window that opens, click on the down arrow beside “Any” and select FanTestic Integrity instead then click “Apply”.



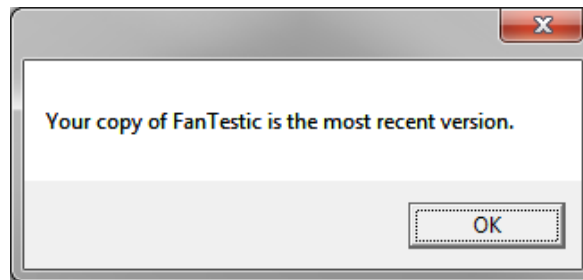
- A list of the versions of FanTestic Integrity will be shown, with the latest version at the top:



- Compare the online version number to the version number shown in the title bar when you open FanTestic Integrity. If they do not match, you need to update.



- To get the updated version, ensure your computer is connected to the internet, and click “File” → “Check for Updates”.
- If an update is available, you will be notified and prompted to restart FanTestic Integrity to perform the update. Starting FanTestic Integrity will download the update installer, and prompt you to start the update. Once the update is installed, FanTestic Integrity will start.



- Note that using the “File” → “Check for Updates” can declare that your FanTestic Integrity is up to date even when it is not in the following circumstances: your computer is not connected to the internet, you clicked “Skip update” when it was offered at any point, or you are using the “ADMIN” version of the software. This check for updates is a feature of the Click-Once installer technology used for installing the software, not FanTestic itself.

3 Install your Windows Updates

Make sure all the important and optional updates are installed for Microsoft Windows. This is particularly important for older versions such as Windows XP. FanTestic Integrity expects to the computer to have installed the .NET 4 Framework, XML support, and a Windows Installer version 3.0 or greater.

