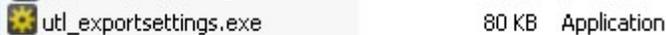


## Reporting NIS-Elements Software/ System Issues

When reporting an NIS-Elements issue to the NII Software Dept. ([NII\\_Software\\_Support@nikon.net](mailto:NII_Software_Support@nikon.net)), please prepare the following:

- 1) With a customer issue, indicate the **customer's name and their account**. A case will be created for this reported issue into the account in Sales Force.<sup>1</sup>
- 2) When this is a customer issue, the customer **8 digit HASP ID # is required**.
- 3) **Detailed description of error, question, or behavior**. Include dialog (s) used and workflow. In some cases, a description of why customer is using this particular workflow when it is different from standard.
- 4) **NIS-Elements Log files**, which are collected immediately after the problem occurs.<sup>2</sup>
- 5) **A cropped dataset** (small enough for email) is a good way for the software dept to view the metadata and attempt to replicate NIS-Elements settings.  
*Note: Cropped meaning if it is a 300 time point dataset, send only a small portion of the dataset (i.e. frames 1-3). If it is a 10 multipoint dataset, crop the dataset down to 2 points.*
- 6) **Exported ND settings** in XML format.  
(Select Save from the ND dialog → save to XML).
- 7) Use the export/ import utility, which is installed automatically with NIS-Elements in builds 3.2 or higher. It is installed into NIS-Elements directory. **Send the export BIN file**. Make sure to run this .exe as Administrator this way you can capture the settings for all of the users on the system.  

- 8) **Details of the system:**
  - a. NIS-Elements Build #
  - b. Windows Operating System
  - c. 32 or 64 bit
  - d. Full administrative rights (required for installation and operation)
  - e. Attached devices
  - f. Camera Model
  - g. Camera and Device firmware may needed as well
  - h. PC model

<sup>1</sup> You will also become a case member on the case, which will send you an email alert when you are added to the case.

<sup>2</sup> How To Enable logging and options are described on Page 5 of 'Troubleshooting NIS Software Issue\_May 2011' Document.

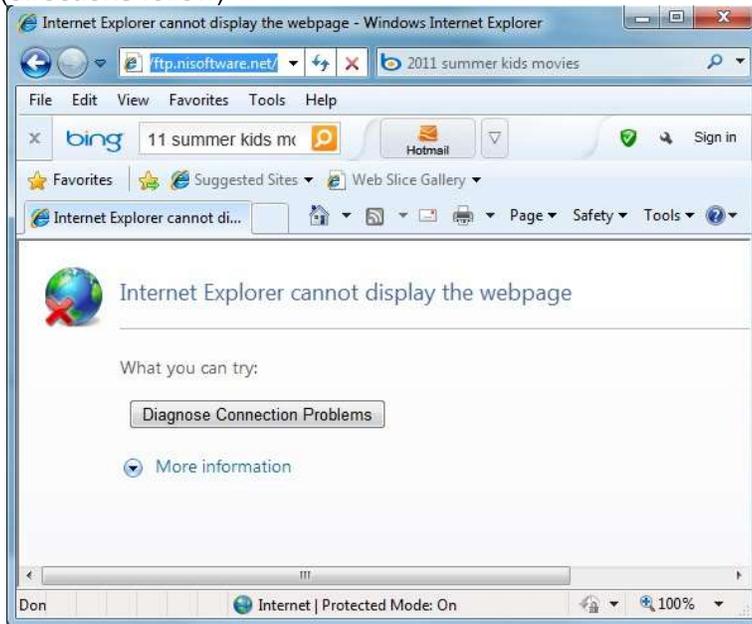
9) Files can be loaded to the software ftp site:

<ftp://ftp.nisoftware.net/>

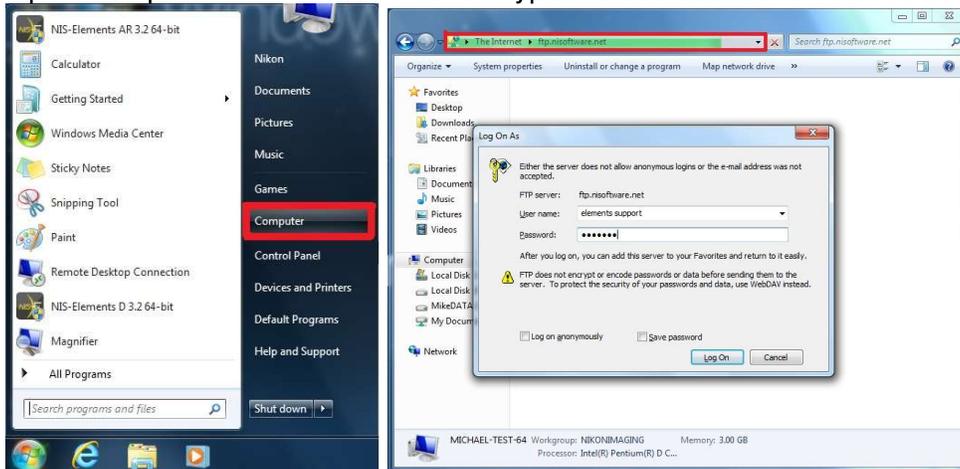
username: Elements Support (not case sensitive)

password: support (case sensitive)

If this link does not open in the browser window or you get an error similar the screenshot below, then open the ftp address in the Windows Explorer. (directions follow)



Open Computer from the Start Menu. Type the address in the address bar.



Log in to the ftp site as usual.

10) Additional files that may be requested from you after reviewing the incident would be Windows Event log files or Ti, U2, U3 and L2 log files.<sup>3</sup>

<sup>3</sup> How to capture Windows Event log files or Ti, U2, U3, L2 log files are described on Pages 6-11 of the "Troubleshooting NIS Software Issue\_May 2011" Document.