Calling for Help
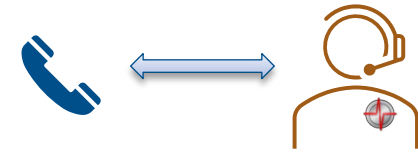
If you are having problems with your measurement projects or if you need help with noise phenomena, please contact us.

If possible, prepare to send to us these files:

✓ **Project folder** (C:\Discom\Measurement\MultiRot\(Project name)

   Use the Backup Tool to create a project backup. Then compress the backup folder (from D:\Backup\Discom) using Zip or better 7zip.

✓ **Archive files** (from single test runs or a complete day)

✓ **Wave files** of problematic measurement(s) *and from normal measurements*

   Archives and wave files should be compressed, too.

✓ **Communication log file**.

   If you are having communication problems or see error messages in TasAlyser, get the log file from (Project Folder)\Local\Log, *7zip* it and send it to us.

Discom has a cloud storage space where you can upload the data to your dedicated, protected customer folder. Please ask us for your access link.

https://www.strato.de/cloud-speicher/
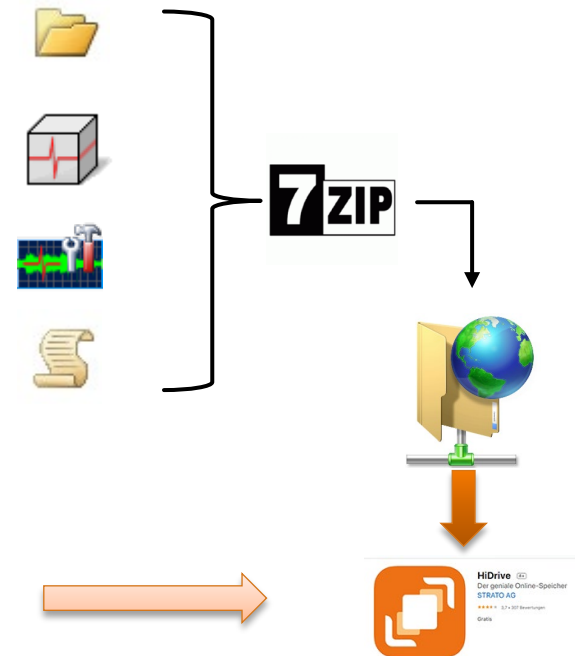
The most efficient help tool: **Remote Access**
(Discom uses *TeamViewer*)