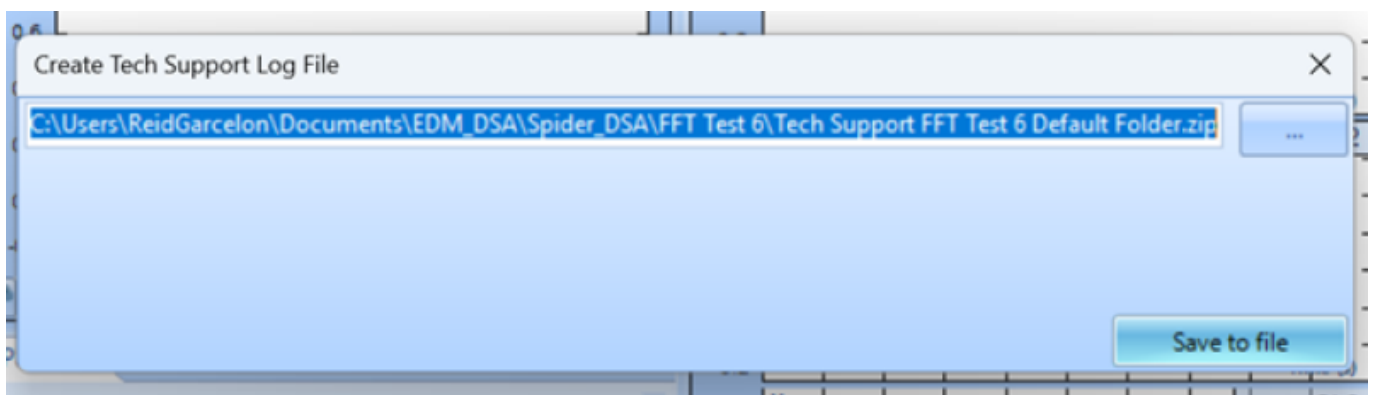
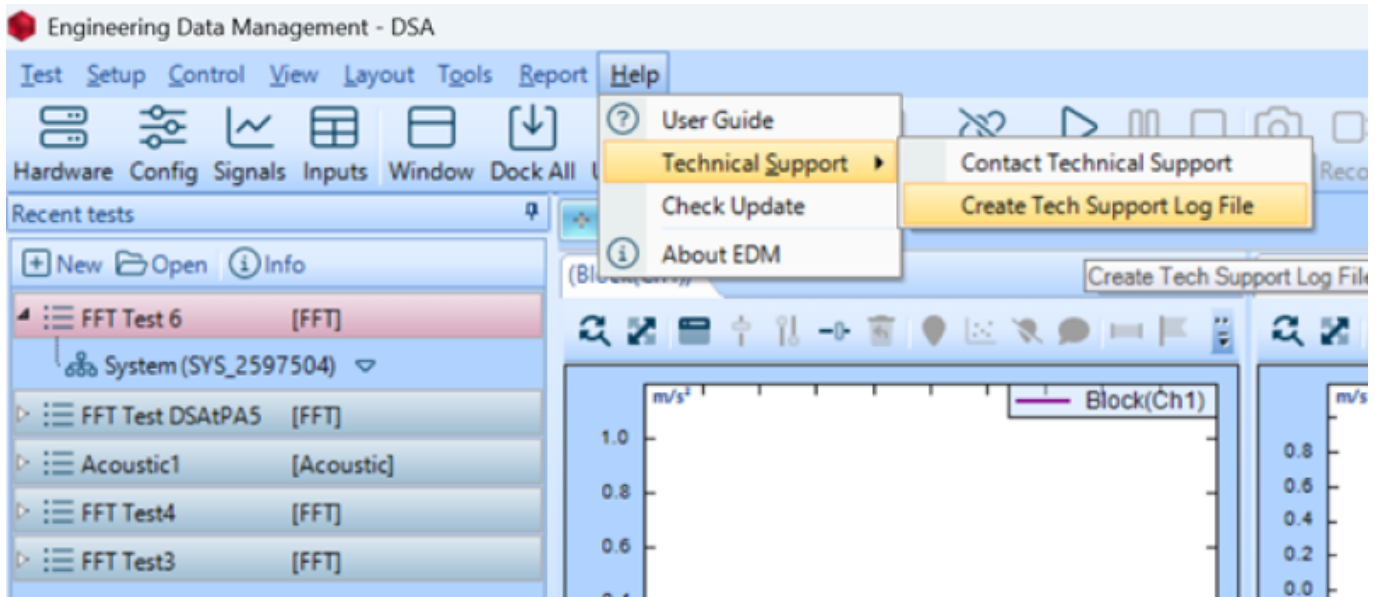


# CI Support Troubleshooting

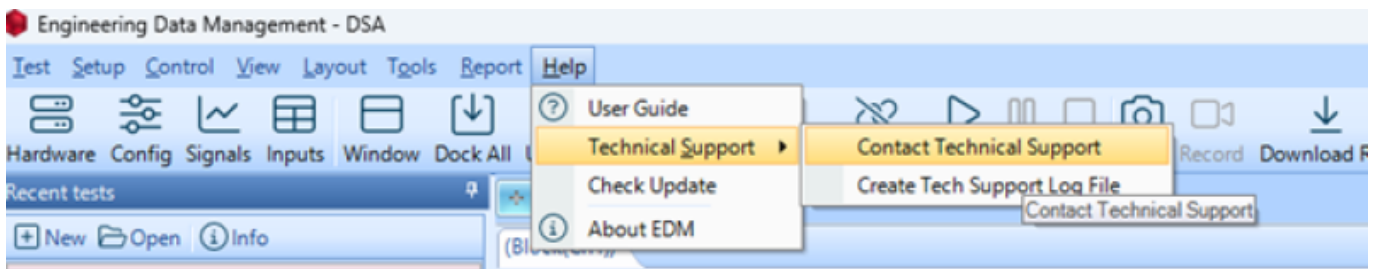
## Support Log File

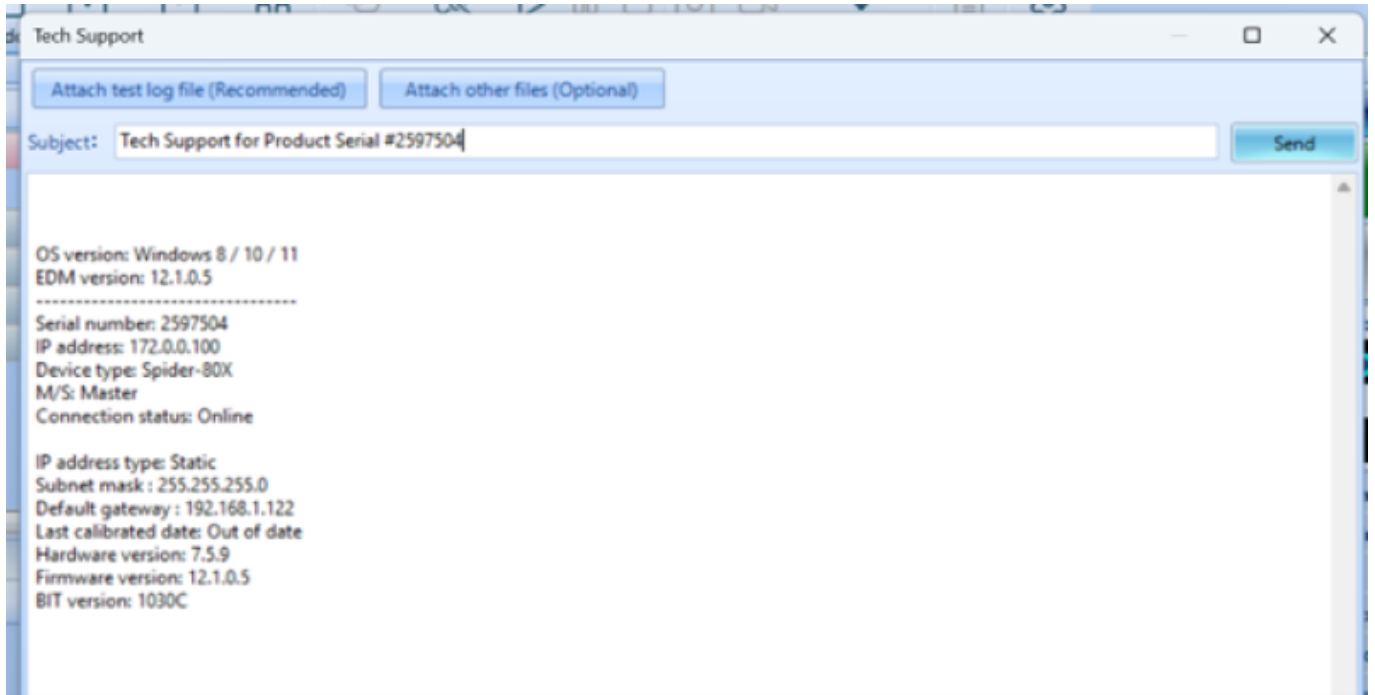
Generate Tech Support Log

Ribbon Help → Technical Support → Create Tech Support Log File



Contact customer support





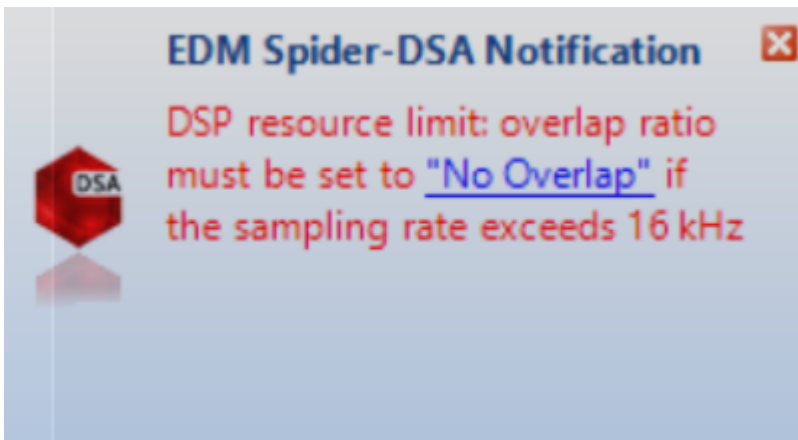
## Direct Email

If preferred reach out directly at [Support@go-ci.com](mailto:Support@go-ci.com) and provide relevant information; Product, EDM Version, Serial Number, issues faced, tests run/requirements

EDM Version

Help → About EDM





Please provide any context you can about testing parameters and configuration

From:  
<https://help.go-ci.com/> - **Crystal Instruments Help**

Permanent link:  
<https://help.go-ci.com/troubleshooting?rev=1770227037>

Last update: **2026/02/04 17:43**