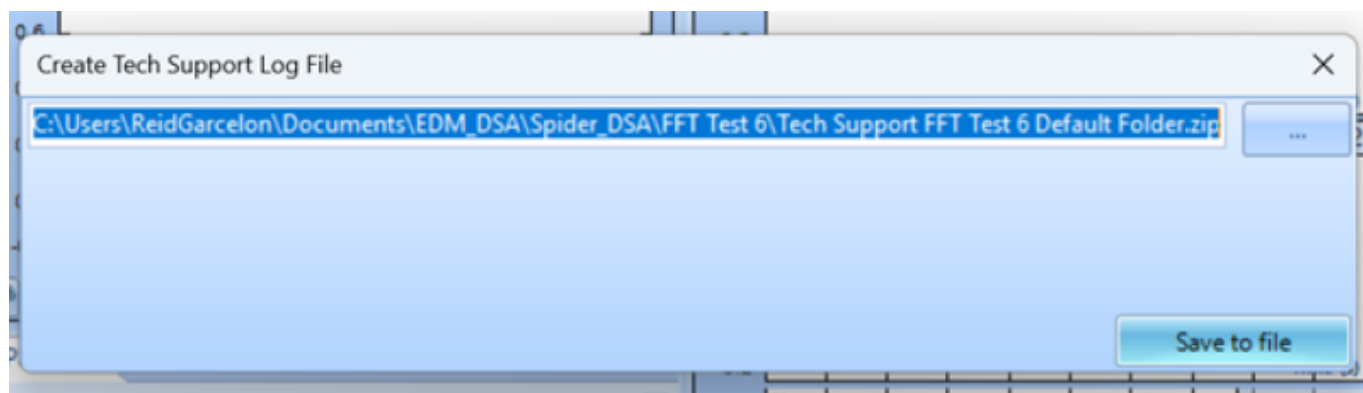
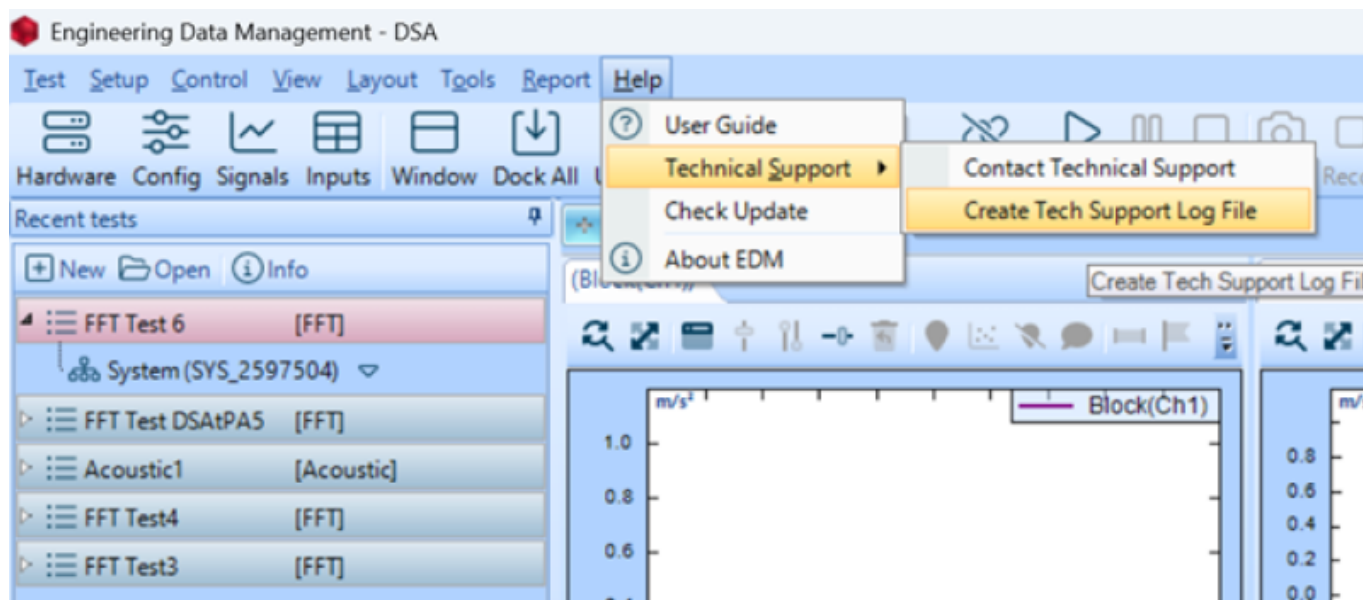


CI Tech Support

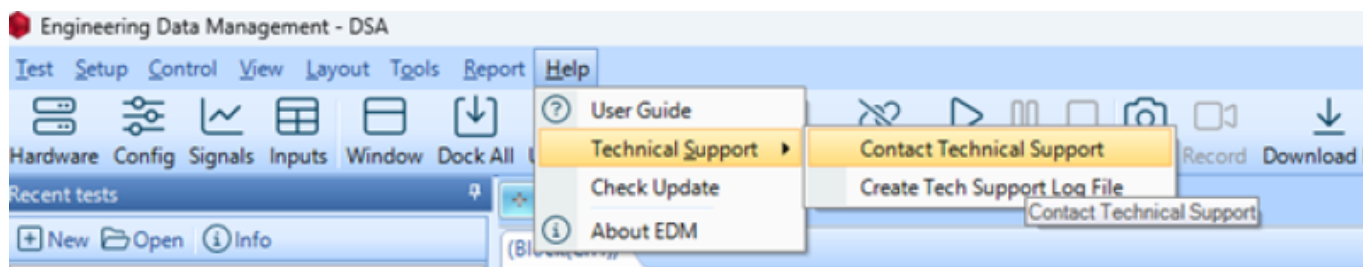
Support Log File

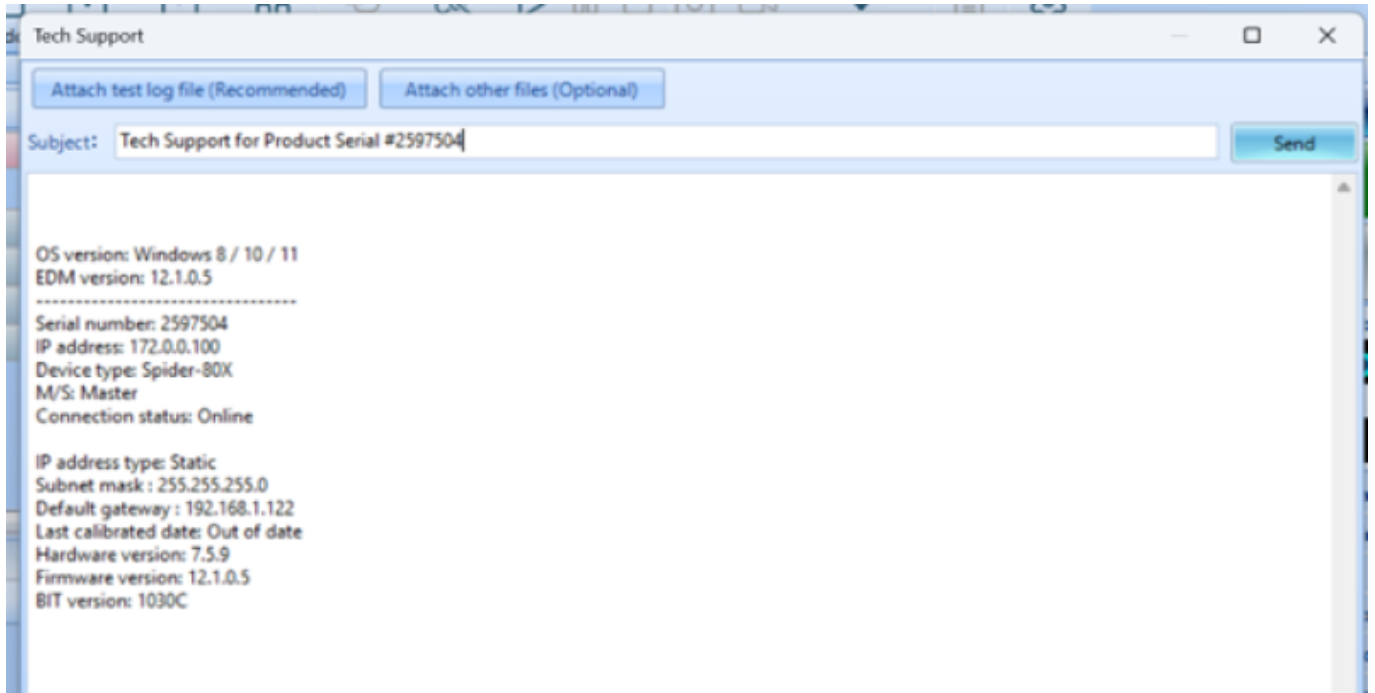
Generate Tech Support Log

Ribbon Help → Technical Support → Create Tech Support Log File



Contact customer support





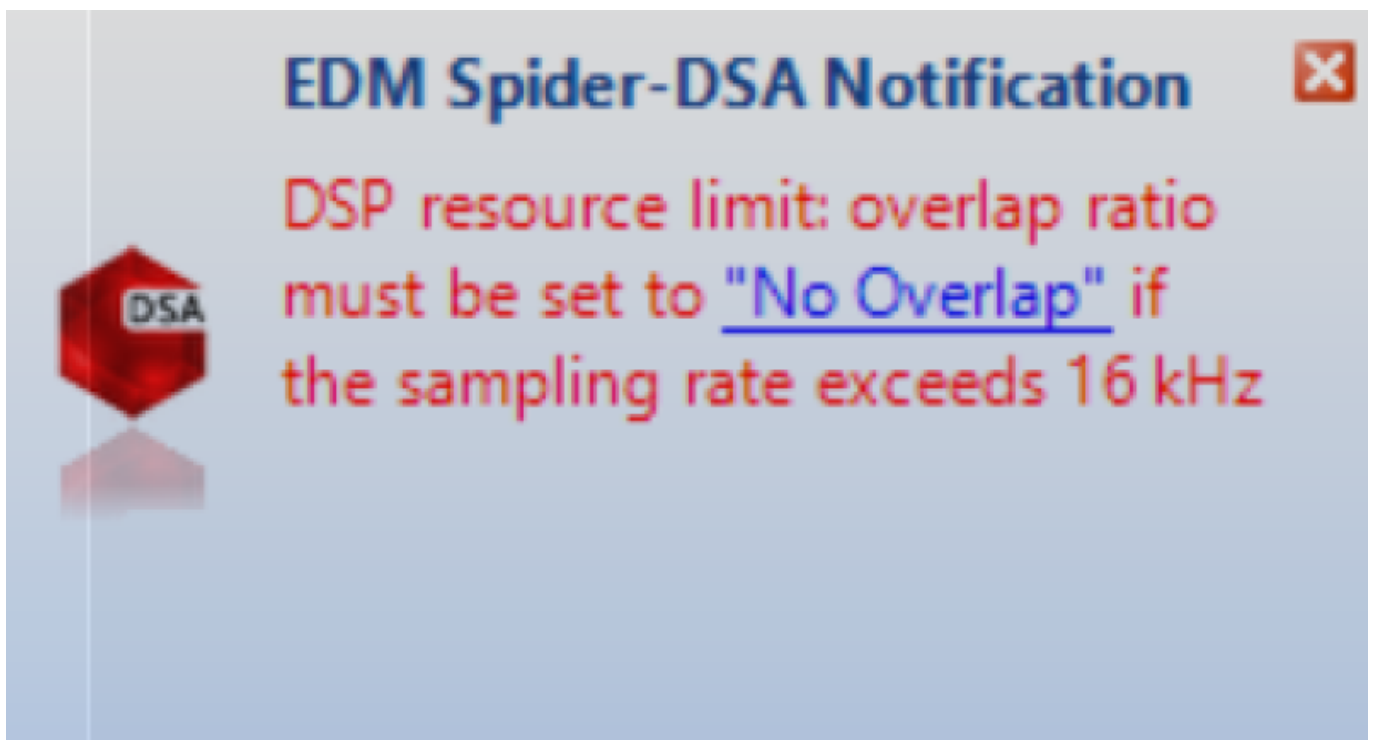
Direct Email

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

EDM Version

Help → About EDM

A blue banner for the 'Engineering Data Management System'. The title 'Engineering Data Management System' is at the top in a large, white, serif font. Below it, 'Version 12.1.0.5' is displayed in a smaller white font. On the right side, there is a stylized logo consisting of four triangles meeting at a central point, with shades of blue and white. In the bottom left corner, contact information is provided: 'Contact us:', 'E-Mail: sales@go-ci.com', and 'Website: www.crystalinstruments.com'. At the very bottom, a copyright notice reads: '©1996-2026 Crystal Instruments Corporation. All rights reserved. This program is protected by copyright law and international treaties'.



Please provide any context you can about testing parameters and configuration

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Permanent link:

<https://help.go-ci.com/troubleshooting?rev=1770229147>

Last update: **2026/02/04 18:19**