

MAV Troubleshooting – Information Request

The guidelines here include a set of information that will help identify CODEX®MAV application issues.

Requested information:

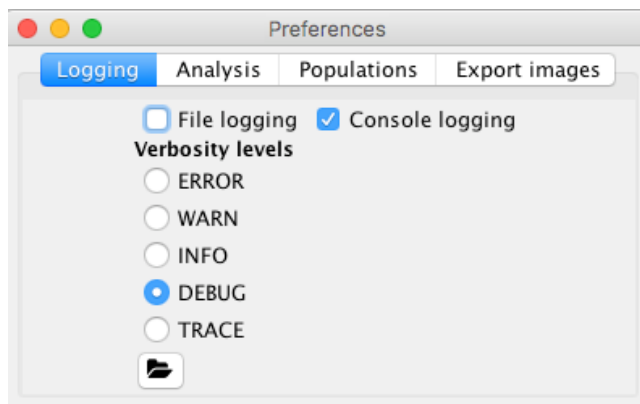
Please send us the following information to facilitate resolving CODEX®MAV issues:

- CODEX®MAV log file
- CODEX®MAV version
- ImageJ/Fiji version
- Java version
- Current system information

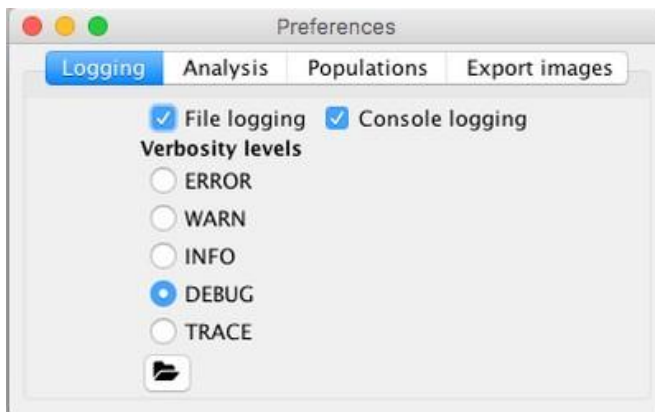
The next sections describe how to retrieve the requested information step-by-step:

1. Enabling file logging

- Run CODEX®MAV application
- Go to the menu bar and go to **Tools > Preferences**
- **Preferences** window will open as a new window
- Go to the **Logging** tab



- To enable logging, please click on the **File logging** checkbox, if this has not been selected already



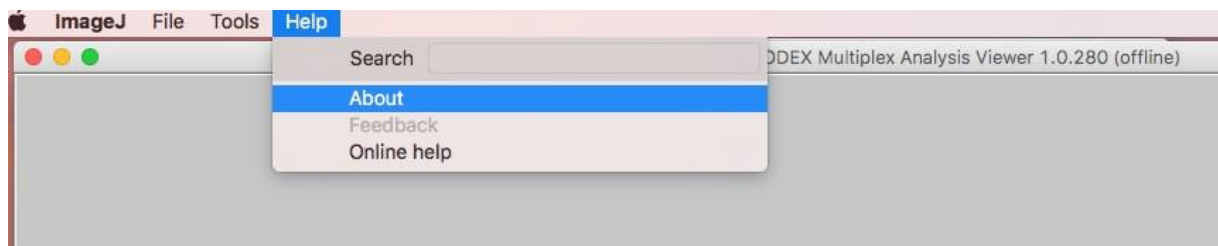
Note: File logging can slow down regular MAV function

- By default, CODEX®MAV application log files are stored in the directory **<user-home>/CODEX®** in Mac OS or **C:\Users\<current-user>\CODEX®** in Windows OS

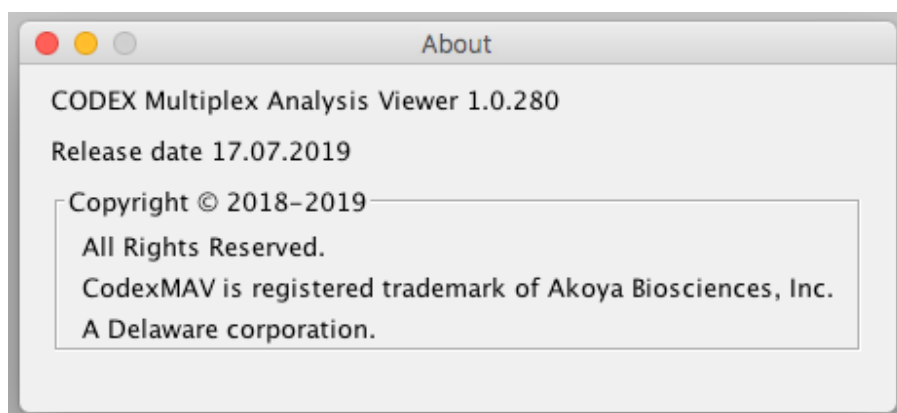
Please send us the following: CODEX® Mav log files (in a zipped folder if necessary)

2. Locating CODEX®MAV version

- Run CODEX®MAV application
- Open an empty window with the following menu bar in the top



- Click **About** menu
- CODEX®MAV **version** and **release date information** will be presented in a separate window

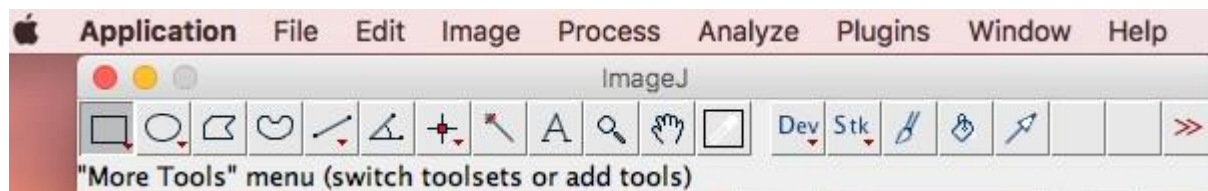


Please send us the following:

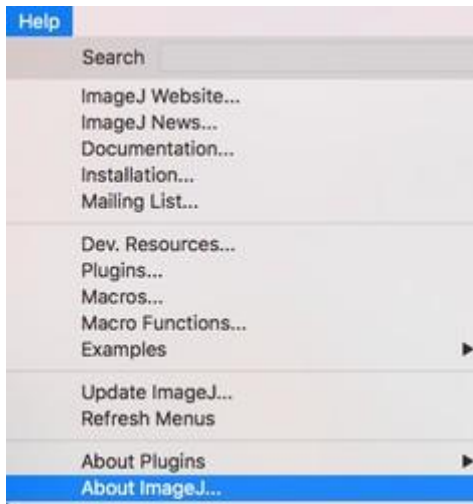
- CODEX®MAV application version
- Release date

3. Locating ImageJ/Fiji version and Java version information

- Open **ImageJ or Fiji**, and in the **Menu** bar > click **Help**



- Click on **About ImageJ**



- A separate window (like the one shown below) will present the ImageJ information



Please send us the following:

- ImageJ version
- Java version

4. System information

Mac OS

- Go to any Menu bar > click **About This Mac**



- Click the **System Report ...** button. To save a system report in the **System Information** window, select **File > Save**.
Please send us the following: System report file

Windows OS

To obtain a System Information file (NFO):

- On the keyboard, hold down the **WINDOWS** key and then hit **R**.
- In the Run window, type **MSINFO32** and then click **OK**.
- Here you will find the system information as in the following example:



- In the System Information window, click on the **File menu** and then hit **Save**.
- Set the desired folder to save to, enter a file name, and then click **Save**.

Please send us the following information:

System information file

Additional Information Requested:

- Steps that led to the issue
- Description of the experiment: Microscope info, experiment.json file, # cycles, # of regions, # of tiles per region, size of each frame, # of z-stacks, FCS file sizes

