

Symptom	Cause	To solve
The setup files cannot be saved to the desktop	1. The download folder path is not set to desktop	1. Click the small right arrow for the "save" option, choose "save to", select the path to desktop. 2. Use the Windows "search" function and search for the setup file, copy or cut and paste to desktop.
	2. The firewall or anti-virus is blocking the download process.	Disable the firewall or anti-virus software. Once the Software has been installed and is working, turn the firewall or anti-virus back on.
When double clicking the QC report icons, you see a black DOS prompt window flash quickly and disappear, then nothing happens.	The volume serial number does not match.	Re-send the 8 digit hard drive serial number to alanna@quantumclarity.net and a new load of software will be sent to you.
	There is no Microsoft Excel installed on the computer.	Make sure there is at least Excel 2007, 2010 or 2013 installed on the computer. NOT "Open Office". If you are using Excel 2007, you will need to install SP-3 for Microsoft Excel: http://www.microsoft.com/en-us/download/details.aspx?id=27838
	Microsoft Excel is installed but not in the default location.	After clicking the QC report icon, go to the QC folder on the desktop and click the "Report.xlsm", "PB_List.xlsm" and/or "Cat.xlsm" to generate the reports.
The QC software generates an empty report.	The client did not click the Clarity Report item in the "Information" tab in Clasp32 to output data for the QC software.	Click the "Clarity Report" under the "Information" tab and then click the QC software icons to generate the report.
	The client using the QC software version does not match the version of Clasp32	Upgrade to 12-12-12 For Indigo: "INDIGO_Service_Pack_12122012_rev03182013.exe" from http://www.welcometoindigo.com/my_account/downloads . For SCIO: "EDUCTOR_SCIO_Service_Pack_12122012_rev03122013.exe" from http://www.qxsubspace.com/download/index/software

		2. Contact Alanna for a compatible version of the software: alanna@quantumclarity.net
There is no "Clarity Report" button in the "Information Tab" in Clasp32	Clasp 32 has not been upgraded to the latest version of 12-12-12	Download the latest update patch file of Clasp32. For Indigo: "INDIGO_Service_Pack_12122012_rev03182013.exe" from http://www.welcometoundigo.com/my_account/downloads . For SCIO: "EDUCTOR_SCIO_Service_Pack_12122012_rev03122013.exe" from http://www.qxsubspace.com/download/index/software
The data of the QC report is same in every report.	1. The client did not click the Clarity Report in the Clasp32 every time they complete a test.	1. Click the Clarity Report in the "Information" tab in Clasp32 every time a test is completed.
	2. The client did not click "yes" to overwrite the old test data with new one after click the Clarity Report in Clasp32.	2. Click "yes" to overwrite the old test data after clicking "Clarity Report" under the "Information" tab in Clasp32
When clicking "Clarity Report" in Clasp32, there is a "CRC error" which appears.	The Microsoft Excel was not installed properly.	Un-install the Microsoft Excel and re-Install it.
When clicking "Clarity Report" in Clasp32, there is a message that says "You have to purchase..."	1. The QC software is not activated.	1. Visit " http://quantumclarity.net/index.php/home/scio-indigo-serial " to register the serial number of the Indigo/SCIO.
	2. Your Firewall or anti-virus is blocking the activation process.	2. Disable the firewall or anti-virus software before you open the QC software. Once it is working, turn it back on and you will not be required to turn it off again.

When clicking "Clarity Report" in Clasp32, there is a message which reads: "You already reach the maximum..."	The client installed the QC software on more than one computer, or installed the set up files on the same computer more than once.	Contact Alanna to add more activations: alanna@quantumclarity.net . If you require adding additional licenses to your order, there will be a fee.
The QC Report can be generated normally but when re-opening it, windows cannot find the correct software to open the report.	Therapist has used a dot "." in the test client name. (For Example "Dr. Smith")	Right click the report file and select "Re-name" and put an ".xlsm" at the end of the report file, then save it. Try to avoid using "." in test client's name.
When trying to retrieve a saved Clarity Report, the therapist is asked for a password.	The "clarity.xls" is the database used by the program to generate report, not part of the report.	There is no need to open the file by user.
When double clicking the QC software icon, there is an error message when opening the "Clarity.xls".	The Microsoft Excel version is not updated or too old.	<ol style="list-style-type: none"> 1. Install or upgrade to Microsoft Excel XP, 2007, 2010 or 1013 2. If using Excel 2007, install SP-3 for Microsoft Excel 2007: http://www.microsoft.com/en-us/download/details.aspx?id=27838