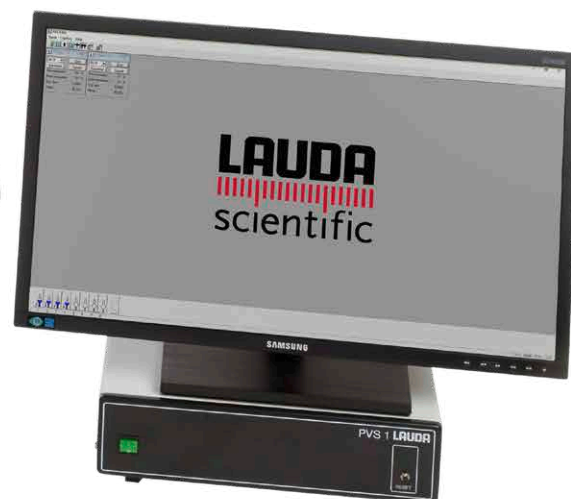
The title of the document, "PVS Collect support software Configuration data collection", is written in a pink sans-serif font. To the left of the text is a decorative graphic consisting of several vertical bars of varying heights, similar to the LAUDA logo.

In order to provide competent software support for your **PVS or autosampler system**, our specialists require various configuration files from your laboratory computer.

With our **PVS Collect support software** you can compile these automatically and send them to us.

The title of the section, "Download of PVS Collect support software", is written in a pink sans-serif font. To the left of the text is a decorative graphic consisting of several vertical bars of varying heights, similar to the LAUDA logo.

Visit our website at [www.lauda-scientific.de/en](http://www.lauda-scientific.de/en) and click on the „PVS Collect“ option in the „Service“ menu. Alternatively, you can also enter the following direct link in the address line of your browser: [pvscollect.lauda-scientific.de](http://pvscollect.lauda-scientific.de)

Here you can download two different program versions:

**PVS Collect Standard:** The standard version of our support software only compiles necessary configuration data automatically, but leaves out data from your measurements that have already been performed. This ensures that no sensitive information leaves your laboratory. **This option is sufficient for most support cases.**

**PVS Collect Data:** The Data version of our support software automatically compiles configuration data **and** data of your already performed measurements. This is needed, for example, to support a move to a new laboratory computer. **Select this option only after explicit request by our support team.**

Download the program version suitable for your task to your laboratory computer. Alternatively, the file can also be downloaded from another computer and then transferred to the laboratory computer, e.g. via USB stick.

# Run PVS Collect support software

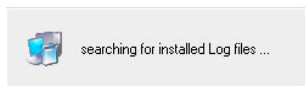
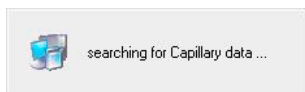
## Notes before running:

- || The PVS Collect support software is **compatible** to the following Windows® versions: Windows® Vista, Windows® 7, Windows® 8(.x), Windows® 10, Windows® 11.
- || Before running the PVS Collect support software, your laboratory computer **should be completely restarted**. Then **restart the regular PVS software** while the PVS box and (if used) the autosampler are ready for operation. Now **close** the PVS software again and **then start the PVS Collect support software**.
- || Running the PVS Collect support software **does not trigger any installation process**. **No changes are made** to your laboratory computer as a result.
- || Running the PVS Collect support software **does not require** local administration rights. However, depending on the operating system or local security policies, you may be prompted to enter the user password.
- || Run the PVS Collect support software **with the same Windows® user account** that you use to perform measurements on your PVS or autosampler system.

Start the downloaded program version on the laboratory computer by double-clicking.

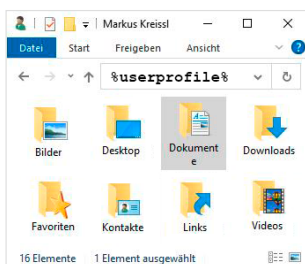


The PVS Collect support software initializes. Even if the window appearing insists to start an installation process, no installation is performed or anything is changed in the configuration of your laboratory computer.



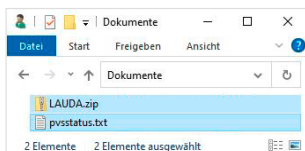
Depending on the program version, the various installation and storage locations of the local hard disk of the laboratory computer are now searched for the necessary configuration data, log files and registry entries (in the Data version also for measurement data) and compiled automatically. Depending on the size, file load and the level of fragmentation of the local hard disk, this process can take several minutes.

When the process is complete, the window closes automatically without any further message.



All the data collected by the process has been automatically compiled into a ZIP and a status file and placed in the user documents folder.

Open the File Explorer and type **%userprofile%** in the address bar, followed by the Enter key. Now double-click on the „Documents“ folder.



Depending on the program version (Standard or Data) and the previous runtime of your PVS or autosampler system, the size of the ZIP file can be up to several megabytes. Please now send the ZIP file and the PVS status file to your service contact. Up to an appropriate file size, this can be done e.g. by email, otherwise please use a (free) data exchange service such as WeTransfer®.