Getting Help

For existing customers

If you have a problem, and cannot find a solution in this knowledge base, please contact your Business Partner or panagenda at support@panagenda.com.



Please attach a zipped version of a representative panagenda MarvelClient working directory (including log.xml, actions.xml and the temp subdirectory). In most cases we do NOT need a copy of your Configuration and Analyze databases

If you want to collect the data automatically and/or anounimised you can do so by using our MC SupportHelper Using MarvelClient Support Helper

Further information for Microsoft Windows:

The panagenda working directory can be found in the users' AppData\Local directory (%localappdata%).

Examples:

NT 4.0, Windows 2000, XP:

C:\Documents and Settings\UserName\Local Settings\Application Data\panagenda\marvel

Vista, Win7, Win8, Win10:

C:\Users\UserName\AppData\Local\panagenda\marvel

Note: The working directory can be modified by setting notes.ini MC_WorkingDirectory.

Note: The log.xml file is locked while the client is running. Either copy and paste this file or close Notes before zipping the folder.

Further information for Mac OS 64Bit:

On Mac OS 64Bit systems, the working directory can be found under /Users/USERNAME/Library/Application Support/panagenda.

Further information for Linux and Mac OS 32Bit:

On Linux and Mac OS 32Bit machines, the Working Directory is located in /tmp/panagenda/marvel.

For prospective customers

 $Please\ contact\ our\ sales\ team\ to\ get\ a\ presentation,\ demo\ or\ trial.\ You\ can\ reach\ them\ at\ sales@panagenda.com.$