

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 anonymised 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.