

If you need help with the NoiseTools software, please complete this form with as much information as possible.

This will enable us to offer more detailed advice and information and to provide a solution as quickly as possible.

Please return this form to support@cirrusresearch.com or to your contact at Cirrus.

1. What happened?

It is very useful for our development team to know what happened and what may have caused the problem. Please complete the information below with as much detail as possible.

1	What happened? Please provide as much detail as possible about what happened or what the problem is.	
2	Was this a new installation of NoiseTools?	
2a	Was the installation from a DVD or from the internet?	
3	Was this an upgrade of NoiseTools from a previous version?	
4	Is NoiseTools running on other PC's	
4a	What version or versions of NoiseTools are on the other PC's?	
4b	Is the NoiseTools database shared between PC's?	
5	Were any database files deleted?	

2. Sending an error report from NoiseTools

NoiseTools has a built-in error reporting system. This collects information about the errors and basic information about NoiseTools. If the error reporting window appears, please complete all of the information including name and email address.

3. NoiseTools information

B	What is the version number of NoiseTools that you are using? (See Appendix A for details of how to find the current version)	
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4. PC & System information

C	Does the PC meet the minimum specifications required for NoiseTools? (See Appendix B)	
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D	Please provide details of the technical specification of the PC (See Appendix C for details of how to find these details)	
1	Operating System eg XP, Vista, 7, 8, 8.1, 10	
2	32 bit or 64 bit	
3	CPU Type & Speed	
4	Total Memory (RAM)	
4a	Available Memory (RAM)	
5	Total Disk Space (GB)	
5a	Available Disk Space (GB)	
6	Display size (pixels)	
7	Display adaptor type (embedded or separate graphics card)	
8	Does the PC have USB 3 or USB 2 connectors?	
9	PC Name	
10	PC Type (Laptop or Desktop)	
11	Account Type (Administrator or Limited User)	
12	Is the PC attached to a domain?	

5. Instrument information

E	Please provide details of the noise measurement equipment	
1	What type of instrument is being used? ie Optimus, doseBadge, Trojan Noise Nuisance Recorder	
2	What are the serial numbers of the instruments?	
3	What version of firmware do the instruments have? (See Appendix D)	

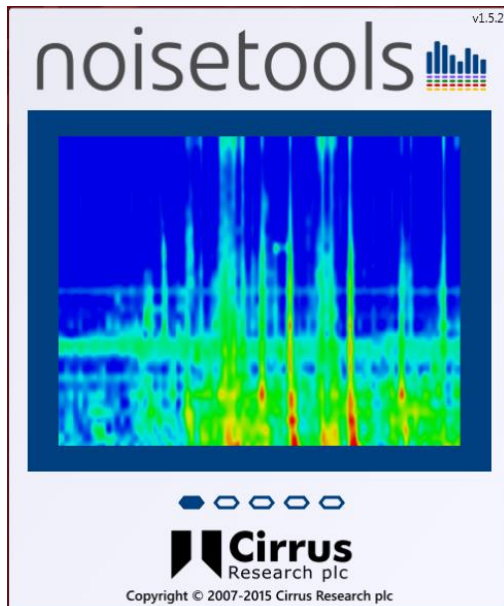
6. Appendix A - Finding the NoiseTools Version

The version number can be found in:

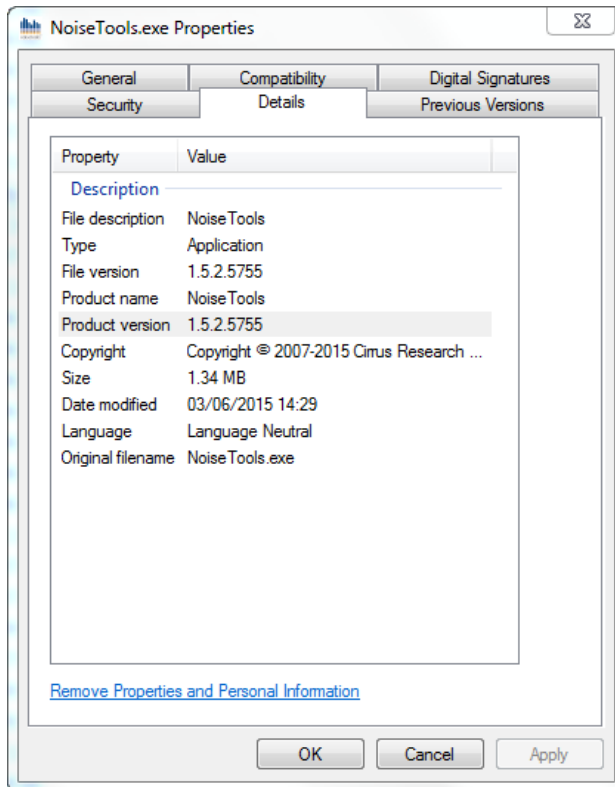
1. The Help, About menu of NoiseTools



2. In the top right corner of the splash screen



3. In the details of the noisetools.exe file:
 - a. C:\Program Files (x86)\Cirrus Research\NoiseTools
 - b. Find NoiseTools.exe
 - c. Right click & choose details
 - d. Product version



7. Appendix B - Minimum PC Specifications

- Windows 7 SP1
- CPU: 2GHz Dual Core
- Memory: 2GB
- Storage: 10GB free space
- Display: 1280x800

Recommended System Specification

The recommended specifications for a PC to run NoiseTools is:

- Windows 7 SP1 Professional/Enterprise (x64)
- CPU: 3GHz Dual Core
- Memory: 4GB
- Storage: 50GB free space
- Display: 1280x1024

Ideal System Specification

The following specification is the ideal for running NoiseTools allowing all of the advanced features such as the calculation of 1/12 octave band data using the CUDA acceleration.

- Windows 8.1 Pro/Enterprise (x64)
- CPU: 3GHz Quad Core
- Memory: 8GB
- Storage: 100GB free space
- Display: 2x 1920x1080
- Dedicated NVIDIA graphics card with CUDA support
- Dedicated sound card and external speakers

Storage Requirements for NoiseTools Installation & Measurement Data

- Approximately 1GB for installing NoiseTools and dependencies
- Up to 512MB for temporary files during measurement download
- 1GB per instrument per year for measurements and time history data, assuming typical usage

Where an instrument is storing and downloading audio recordings, additional storage space will be required. The amount of storage will depend upon the length of recordings and the audio quality chosen. Audio recordings require the following amounts of space:

Standard Quality 120MB/hr

Studio Quality 1.4GB/hr

Sound Card for Audio Playback

NoiseTools can work with on-board sound cards and even internal laptop speakers. However for best results a dedicated card and external speakers are required.

Some on-board sound cards will not be capable of playing the studio quality 96kHz audio. In these cases an external sound card will be required.

In some cases internal speakers are sufficient, however to playback at realistic levels, such as when using the speaker calibration feature, good quality external speakers are required.

Graphics Card

NoiseTools uses the latest technologies to draw the user interface directly using the graphics card. This gives a much better looking more responsive experience and allows us to easily provide certain advanced features, such as the 3D frequency analysis view.

Most on-board graphics chips can provide more than enough power to display the basic user interface but the more advanced screens will be noticeably smoother on more powerful hardware.

NoiseTools is also able to use the latest CUDA graphics cards, from NVIDIA, to do FFT and other complex calculations. This can be many times faster than running these calculations on the main processor. This feature requires a CUDA capable card and 64bit version of Windows.

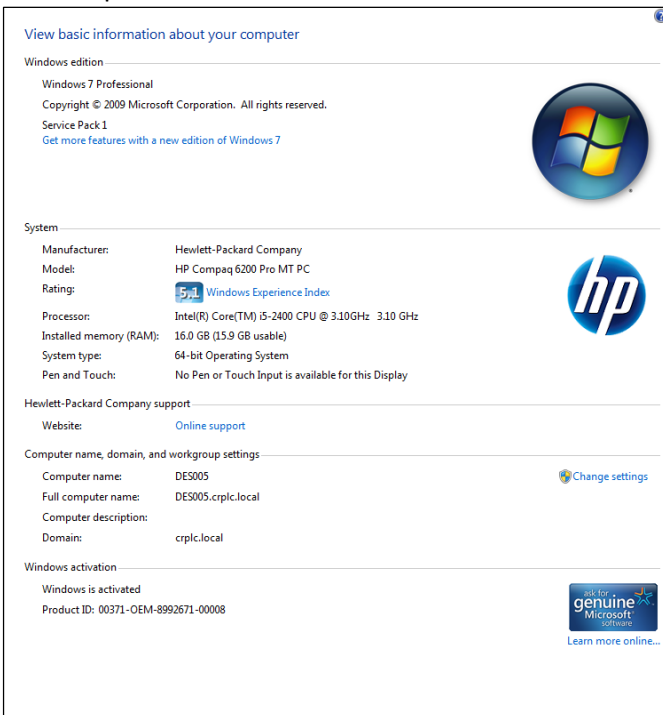
8. Appendix C - Finding details about the Operating System & PC

Information about the PC is available in different places.

Go to **Control Panel\System and Security\System** to find details of:

- Operating System
- 32bit or 64bit
- CPU Type & speed
- Total memory available
- Computer name
- Domain information

An example of the information shown is below:



Go to the Windows Task Manager and select Performance to see details of:

- Available memory

An example of this is shown below

