

DIAMONDSYSTEM BUILDER

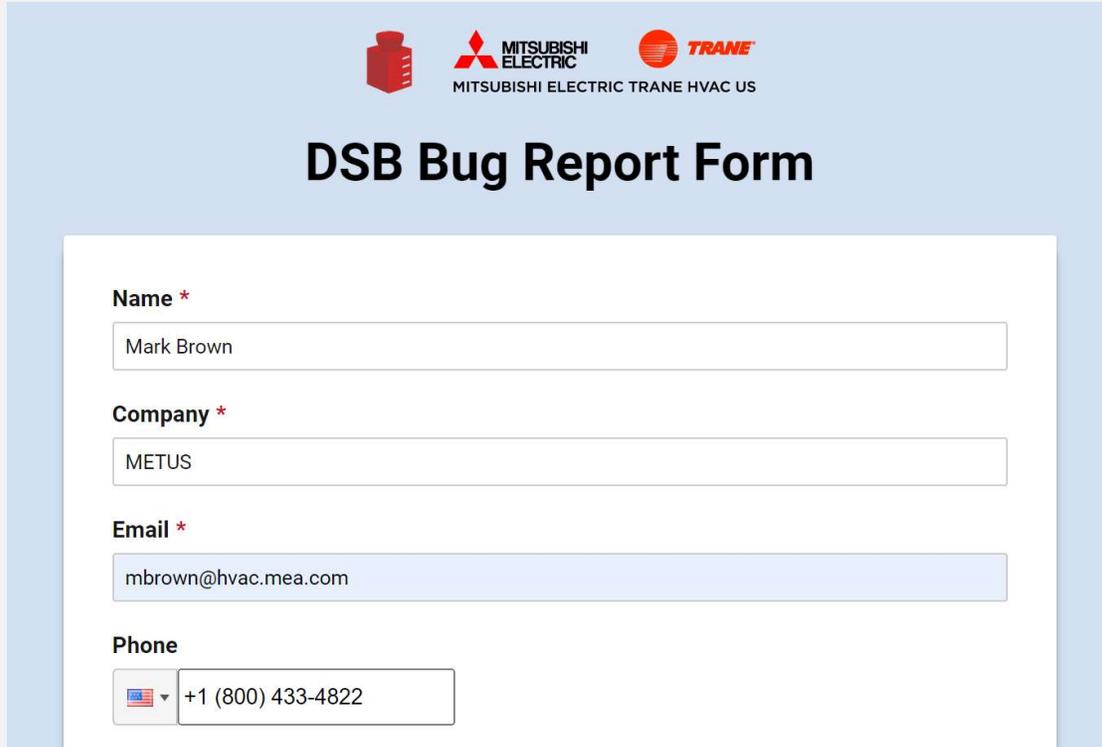
Submit bugs directly to the DSB development team here:

<https://app.smartsheet.com/b/form/410752e357084312a0922dc112677432>

For help filling out our bug form, please continue to page 2 of this document.

How-To: Fill out DSB Bug Report Form

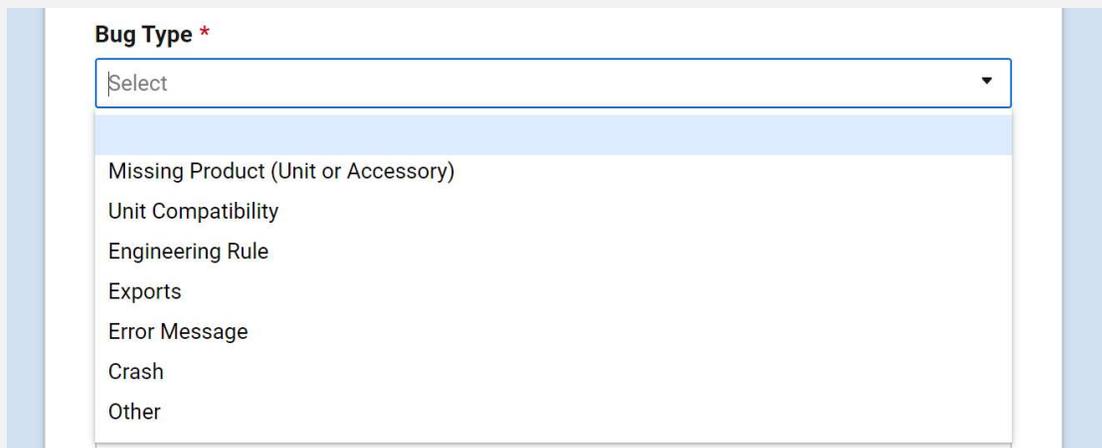
1. Enter Contact Information



The screenshot shows the top portion of the 'DSB Bug Report Form'. At the top, there are logos for Mitsubishi Electric and Trane, with the text 'MITSUBISHI ELECTRIC TRANE HVAC US' below them. The title 'DSB Bug Report Form' is centered in a large, bold font. Below the title, there are four input fields for contact information:

- Name ***: A text input field containing 'Mark Brown'.
- Company ***: A text input field containing 'METUS'.
- Email ***: A text input field containing 'mbrown@hvac.mea.com'.
- Phone**: A field with a country code dropdown menu (showing the USA flag) and a text input field containing '+1 (800) 433-4822'.

2. Select Bug Type from dropdown list.



The screenshot shows a dropdown menu for 'Bug Type *'. The dropdown is open, showing a list of options. The current selection is 'Select'. The options listed are:

- Missing Product (Unit or Accessory)
- Unit Compatibility
- Engineering Rule
- Exports
- Error Message
- Crash
- Other

Bug Type: Engineering Rule

If you believe an engineering rule or limit to be incorrect, please contact your METUS ASM, RSM or Distributor to validate any DSB inconsistencies with technical manuals first.

Check box if agreement is reached that DSB engineering rule is incorrect.

Bug Type *

Engineering Rule

Reviewed by METUS Applications Engineer? *

Check the box if METUS Applications has reviewed your bug.

Bug Type: Crash

Enter computer operating system information. Windows system information can be found by navigating to Settings > About and entering information as found under 'System Type'.

Operating System *

Type "About" in Windows start menu and select "About your PC". Copy and paste information from "System type" here. Ex. "64-bit operating system, x64-based processor".

64-bit operating system, x64-based processor

3. When the bug does not result in a software crash, enter the Software and Database versions as found on the lower left corner of the Home tab in the project file in which bug is encountered.

DSB Version *

Open an existing or new DSB project. Record the Software Version listed in the blue bar on the bottom left of screen.

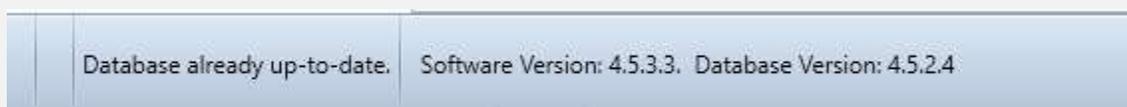
4.5.3.3

Database Version *

Open an existing or new DSB project. Record the Database Version listed in the blue bar on the bottom left of screen.

4.5.2.4

Software and Database Version Info in DSB



4. Provide a one-sentence summary of the issue, the steps you took in DSB to encounter the issue, and how you expect DSB to behave instead.

Summary of Issue *
Provide a brief description of error / bug.

Incorrect MU(Y|Z)-GS24 pipe diameters

Steps To Reproduce *
Provide a detailed description of the actions and selections made to encounter bug.

1. Build an M-series system
2. Select an MUZ-GS24NA-U1 model
3. Observe pipe diameters show 3/8" / 11/16"

Expected Behavior
What do you believe should happen instead.

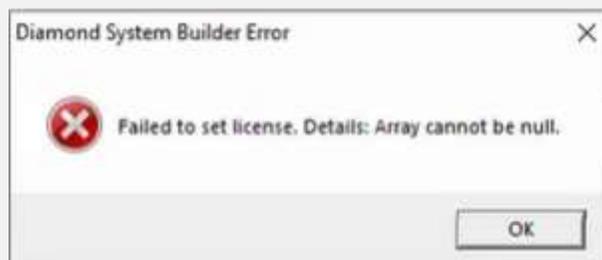
Pipe diameters should show 1/4" / 5/8"

5. If you receive an error message related to your issues, record it here.

Error Messages
If error messages appear, record them here or upload a screenshot of the error message.

Failed to set license. Details: Array cannot be null.

Example of DSB Error Message



6. Describe the severity of the bug and how it affects you or your customers.

Severity of Impact

How does this impact your work within DSB? I.e. prevents work from being accomplished, causes inconvenience, etc.

Error causes design and install confusion of MUZ-GS24 systems

7. Provide details on any workaround you found. If there is none enter "None".

Workaround *

Describe any workaround found for this issue.

When Universal Submittal does not pull PEFY-P***NMSU pages, I can manually download them from mylinkdrive.com and append them to my submittal package.

8. Please provide any additional relevant information and upload any screenshots of the bug or error along with a copy of your .dsbx file. If DSB crashes or produces an error message, please upload the DSB.log and/or DSBDebug.log file from the Documents folder of your PC.

Additional Info

You may provide any additional comments or details here related to this issue.

File Upload *

Please upload your .dsbx project file, screenshots of bug or error, the DSB.log and DSBDebug.log files located under your "Documents" folder, and/or any other relevant reference material.

 DSB.log

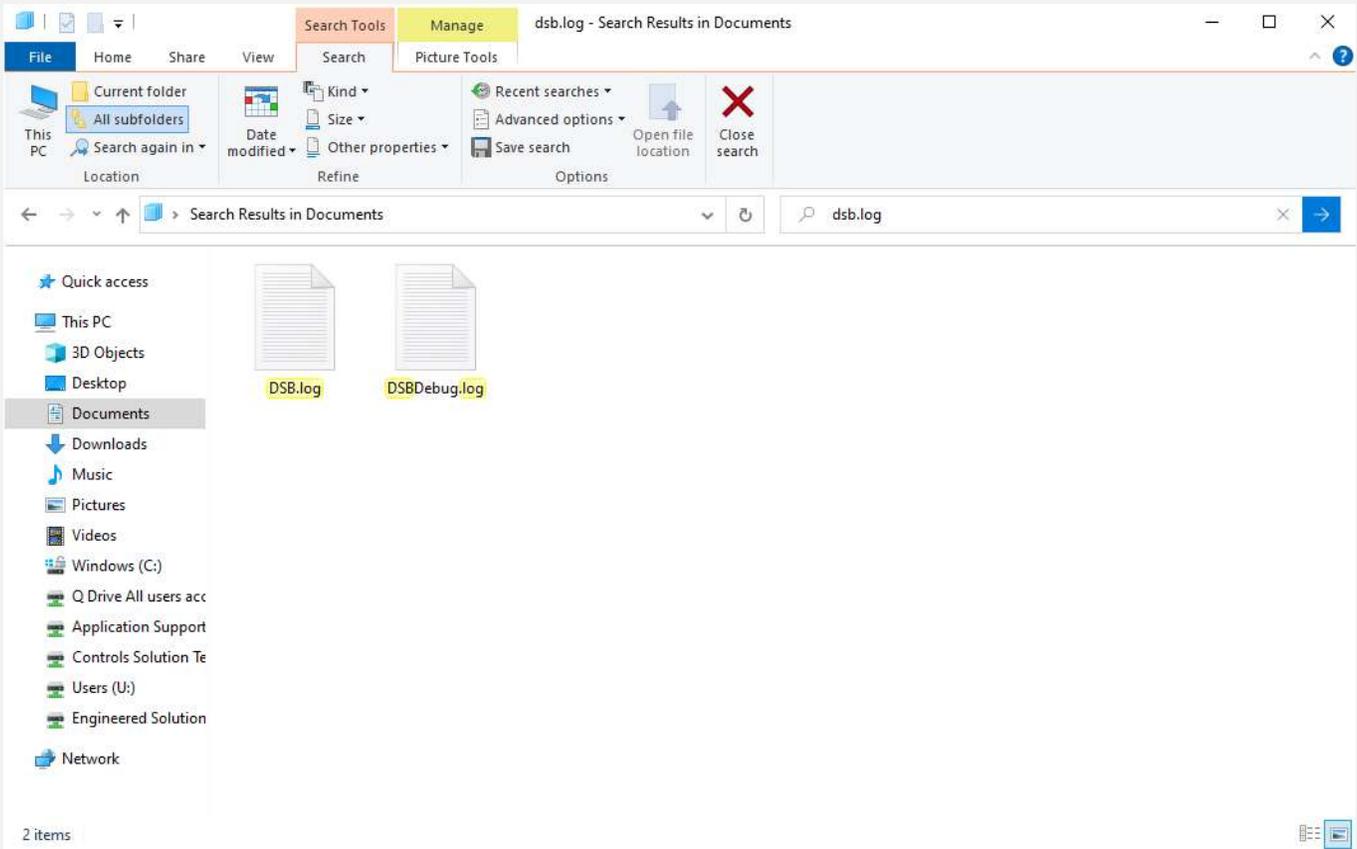
 DSBDebug.log

 MUZ-GS24 Pipe Error.dsbx

 Incorrect Pipe Diameters.png

Drag and drop files here or [browse files](#)

Locating DSB.log and DSBDebug.log files in Documents folder



9. If all fields marked by a red asterisk are completed, you can now submit the form and have a copy of your responses sent to you for your records.

Send me a copy of my responses

Email address

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