

Description: Guide to setting up diagnostics when GENESIS64 applications seem to misbehave

OS Requirement: Windows Server 2003x64/ Server 2008 x64/Windows 7 x64/ Server 2008 R2 x64

General Requirement: Installation of GENESIS64

Introduction

GENESIS64 contains a diagnostics tool called TraceWorX. It is designed for system integrators, OEMs, and customers who want tools for their own troubleshooting and diagnostics.

TraceWorX tracks the runtime activity for each GENESIS64 application and logs the runtime data to a log file based on user-configured trace levels. The log file provides a thorough, color-coded report detailing all activity for the application, including the time, date, severity level, and description of the event or problem.

This document will describe how to turn on TraceWorX to log information about the application in question.

Configuring TraceWorX

1. Launch TraceWorX by going to Start → All Programs → ICONICS → GENESIS64 → Tools → TraceWorX.
2. It will launch the Trace Configuration and Log Viewer.

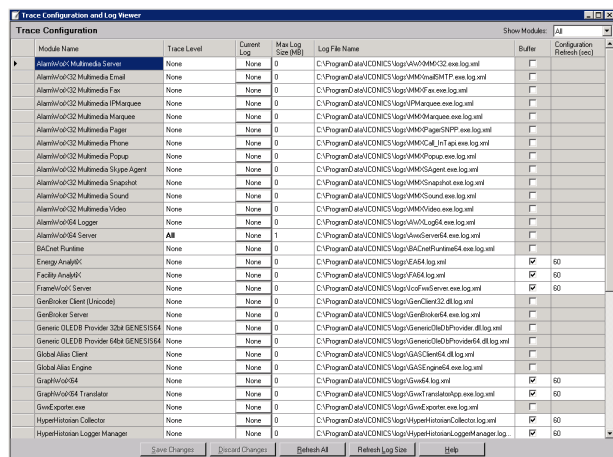


Figure 1 - TraceWorX Configuration

3. By default, tracing is disabled for all the applications.
4. You can locate the Module Name in question, and click the “None” button under Trace Level column to set the trace level from the drop down menu.
5. You can set the tracing level to “All”, which will log everything. However, this may slow down your system a bit. You may turn the tracing level to something “low” such as “Error”. This will have less of an impact on your system.

6. You can change the Max Log Size if you wish. A size of 0 MB means the file will grow indefinitely.
7. You can also change the Log File’s name and location for more convenience by selecting the “...” button under the Log File Name column.
8. Select Save Changes when at the bottom when you are done configuring tracing for the particular application.
9. You can now close out of the Trace Configuration and Log Viewer and return to it at a later time to view the logged data.
10. Run the application to reproduce the error, or for a period of time.
11. When you return to the Trace Configuration and Log Viewer, or use the Refresh Log Size button, you will see it has changed from “None” to a size of 0 MB or greater.

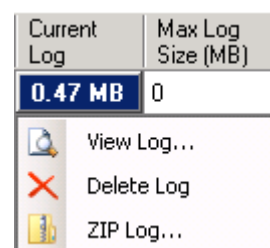


Figure 2 - Options Available after Tracing Started

NOTE: Please notice that menu above can be grayed out if there is no record stored into log file. Make sure that you clicked “Refresh All” button.

12. Clicking on the size of the Current Log will show a drop down menu that will allow you to View the Log, Delete the Log, or Zip the Log files.
13. Selecting View Log will display the data currently stored in the log file.

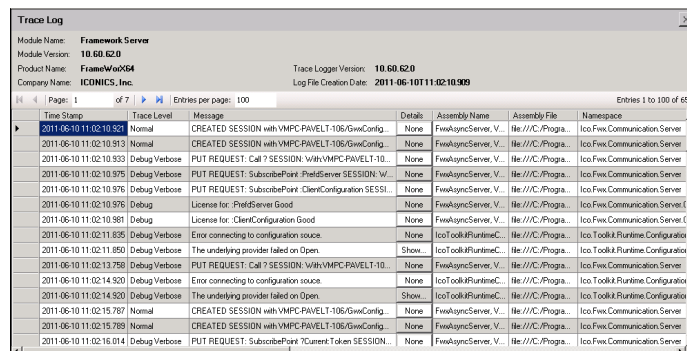


Figure 3 - Viewing the Trace Log

14. Once you have reproduced the error, you should turn off tracing for that application.

NOTE: You can also launch TraceWorX from inside the Workbench. To do that, click on the Workbench Button, expand the Tools item and select TraceWorX.