

Technical Bulletin

ISS45 Log Collector Utility

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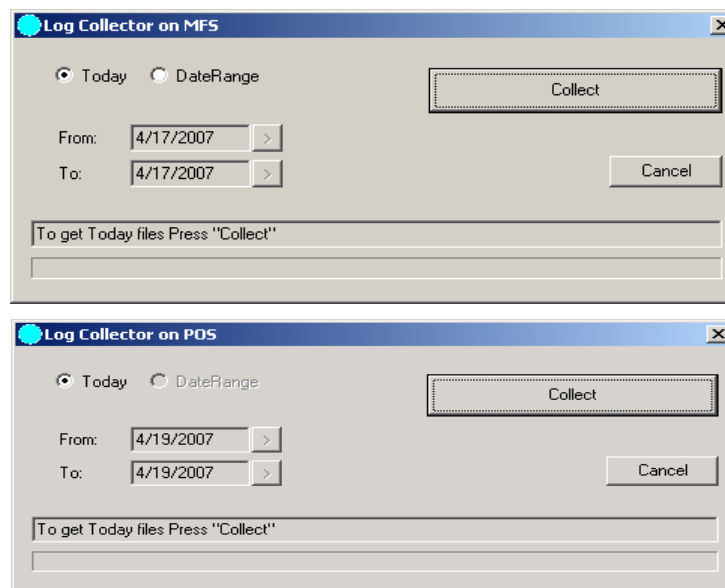
April 21, 2007

A new utility program was made available with ISS45 7.1.1.0_050 and V8.1.1.0_050 called "LogCollector.exe". This utility provides a simple one-step process for collecting troubleshooting system information. The zip file the program creates can be sent to StoreNext support.

In most cases the information gathered by LogCollector will be enough to troubleshoot your problem and you will not have to be asked for more information (of course this may not always be the case but in most instances LogCollector should eliminate the need for you to have to revisit a site for data to resolve the problem).

RUNNING LOG COLLECTOR

When you run this program (via the command line or Windows Explorer) you are presented with one of two screens depending if you are on an MFS/LFS or a POST – these screens are the same for V7 and V8. When running this utility on a POST the "DateRange" option will be grayed out. If you do select a date on an MFS/LFS other the present date you will be presented with a calendar for the month and date selection (again this selection is only available on an MFS or LFS).



When the utility is run it creates a zip file with a name based upon the month, date and time it was created. For example, if I ran this utility on April 17th, 2007 at 12:06:23 it would create a file with the name of 0417_120623.ZIP (mmdd_hhmmss.ZIP). On an MFS/LFS this zip file is stored in the C:\PCMASTER directory (both V7 and V8) and in C:\PROGRAM FILES\POSWARE\WINPOS on a post (both V7 and V8).

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FILE SPECIFICATIONS

The files collected by LogCollector.exe:

V7 and V8 MFSs and POSTS

PROCDATA.TXT	- System process ID's, process memory, and process paths
SYSDATA.TXT	- System OS, service pack, memory, disk partition sizes,CPU type and CPU speed
APPEVENT.EVT	- Application event log
SYSEVENT.EVT	- System event log
TRANSACT.ZIP	- Transact.qdx file
LOGS.ZIP	- c:\pcmaster\log directory or c:\program files\posware\winpos\log directory
FLAGS.ZIP	- c:\pcmaster\flag directory or c:\program files\posware\winpos\flags directory
LOGCOL~1.LOG	- Log file created during the execution of LogCollector.exe

V8 MFS only

LOGSFO.ZIP	- Batchexe.log and BatchExe activity log
App_rpt.log	- ISS45 applicaiton report
LANMON.txt	- Snapshot of Lan Monitoring
COMPNTS.TXT	- c:\program files\posware\office\components plus its sub-directory (dll, exe and ocx); file names, file sizes and file dates

SYSTEM REQUIREMENTS

For LogCollector.exe to run, your system must meet the following two requirements:

- 1) Windows operating system (NT, Windows 2000 Pro/Server, Windows 2003 Server, XP Pro or XPe)
- 2) ISS45 V7.7.1_56 and above or V8.0.6.0_050 and above

A copy of LogCollector.exe V1.0.0.2 is available from the [StoreNext Dealer Support Web site](#) and may be copied into the C:\PCMASTER or C:\PROGRAM FILES\POSWARE\WINPOS directory on any system that meets the requirements above (if this utility does not already exist).

To Your Success,


Speros Voss

