

Technical Bulletin

ISS45 Event Viewer Logs

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When working with you to solve a problem, StoreNext support will sometimes need you to provide “event viewer log files” from the server or POST. These logs often contain the information that enables diagnosis, reproduction and repair of the problem.

This bulletin provides the simple procedures for retrieving and saving these files. The steps listed below are a little different depending on the operating system, but work the same way for V7 and V8 systems.

XP PROFESSIONAL

From the Desktop:

- 1) Right click on the MY COMPUTER icon
- 2) Click on MANAGE and then click on EVENT VIEWER
- 3) Right click on APPLICATION and select “Save Log File as”
- 4) Select a directory for saving the file
- 5) Enter a file name (use names that indicate if the file is from MFS1 or 2, POS1 or 2 etc.)
- 6) Save the file, DO NOT CHANGE the file type; i.e. “Event Log (*.evt)”
- 7) Repeat steps 3 through 6 for the SYSTEM log file
- 8) Zip up the Event Viewer log files before sending to support

Using the Classic View:

- 1) Click on START, then SETTINGS and then CONTROL PANEL
- 2) Double-click on ADMINISTRATIVE TOOLS and then double click on EVENT VIEWER
- 3) Right click on APPLICATION and select “Save Log File as”
- 4) Select a directory for saving the file
- 5) Enter a file name (use names that indicate if the file is from MFS1 or 2, POS1 or 2 etc.)
- 6) DO NOT CHANGE the file type; i.e. “Event Log (*.evt)”
- 7) Repeat steps 3 thru 6 for the SYSTEM log file
- 8) Zip up the Event Viewer log files before sending to support

Using the Catalog View:

- 1) Click on START and then click on CONTROL PANEL
- 2) Click on PERFORMANCE AND MAINTENANCE

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- 3) Double click on ADMINISTRATIVE TOOLS and then double click on EVENT VIEWER
- 4) Right click on APPLICATION and select "Save Log File as"
- 5) Select a directory for saving the file
- 6) Enter a file name (use names that indicate if the file is from MFS1 or 2, POS1 or 2 etc.)
- 7) DO NOT CHANGE the file type; i.e. "Event Log (*.evt)"
- 8) Repeat steps 4 thru 7 for the SYSTEM log file
- 9) Zip up the Event Viewer log files before sending to support

WINDOWS 2000 PROFESSIONAL OR SERVER

From the Desktop:

- 1) Right click on the MY COMPUTER icon
- 2) Click on MANAGE and then click on EVENT VIEWER
- 3) Right click on APPLICATION select "Save Log File as"
- 4) Select a directory for saving the file
- 5) Enter a file name (use names that indicate if the file is from MFS1 or 2, POS1 or 2 etc.)
- 6) DO NOT CHANGE the file type; i.e. "Event Log (*.evt)"
- 7) Repeat steps 3 thru 6 for the SYSTEM log file
- 8) Zip up the Event Viewer log files before sending to support

Using the Classic View:

- 1) Click on START, then SETTINGS and then CONTROL PANEL
- 2) Double click on ADMINISTRATIVE TOOLS and then double click on EVENT VIEWER
- 3) Right click on APPLICATION select "Save Log File as"
- 4) Select a directory for saving the file
- 5) Enter a file name (use names that indicate if the file is from MFS1 or 2, POS1 or 2 etc.)
- 6) DO NOT CHANGE the file type; i.e. "Event Log (*.evt)"
- 7) Repeat steps 3 thru 6 for the SYSTEM log file
- 8) Zip up the Event Viewer log files before sending to support

WINDOWS NT WORKSTATION

- 1) Click on START and then click on PROGRAMS
- 2) Double click on ADMINISTRATIVE TOOLS and then double click on EVENT VIEWER
- 3) Click on LOG
- 4) Right click on APPLICATION and then select "Save Log File as"
- 5) Select a directory for saving the file

- 6) Enter a file name (use names that indicate if the file is from MFS1 or 2, POS1 or 2 etc.)
- 7) DO NOT CHANGE the file type; i.e. "Event Log (*.evt)"
- 8) Repeat steps 4 thru 7 for the SYSTEM log file
- 9) Zip up the Event Viewer log files before sending to support

To Your Success,

Speros
Speros Voss
ISS45 Technical Support