NETOP™

RemoteControl

Secure Remote Management and Support

How to create Netop Debug Trace Log files in Remote Control

Netop

Before collecting Netop log files it may be important to increase the default size of the log to ensure that the relevant information is captured. Open the Netop.ini file located in C:\Windows on each relevant systems with a running Netop module. Look for the heading that reads [DTL]. If it doesn't exist add it to the end of the file. Then underneath it add the following entry DTLLogKB=Number, where Number equals the size of the log data in KB. The default is 50 KB but that is not normally adequate. A complete entry in the netop.ini might look like this:

[DTL]

DTLLogKB=10000

LoggedModules=all

LoggedSeverities=all

This would set the log file to collect up to 10,000 KB of data. After saving the Netop.ini, be sure to restart the Netop Helper Service.

To collect the detailed Debug Trace Log files for Remote Control Guest and Host, do the following:

1) Start the Guest and Host program.

2) On both Guest and Host go to **Help>About** and press **Alt + z** .

3) Close the **Help>About** window.

4) Reproduce the error.

5) On the Host select **Tools>Debug Trace**, save log.

6) On the Guest select **Tools>Debug**, save log

7) Be sure to name the log files so it is clear which distinct module they came from.

8) Zip the files together and attach them to an email reply back to Netop Technical Support.

You may also be required to collect log files in the same way at the same time from other Netop modules such as Security Server and Gateway.