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Procedure

Reporting Print Console Problems

Help Resolve Problems Quickly

The Print Console team requires certain types of information for troubleshooting:

- The time (or times) that a problem occurred
- Log files for both Print Console and Microsoft® Windows®
- Print Console version and **User** account that was used (for example, PCOperator, Administrator)

The Time a Problem Occurred

Knowing exactly when a problem occurred is important. Try to keep a record of each occurrence of a problem.

Log Files

- Compress and archive Print Console log file information with the Bug Zipper utility in Service Shell
- Find and send files in DrWatson folder
- Archive Windows event logs

Bug Zipper Utility

Use the Bug Zipper utility in Service Shell to automatically compress and archive log files.

1. From Service Shell, select the **Bug Zipper** icon in the toolbar or **Bug Zipper** from the **Tools** menu.
2. Replace the default descriptions in the **Subject** and **Problem Details** boxes with details of the current problem.
3. The default location for the archive (**ServiceShell\bugs**) appears in the **Saved In** box at the bottom of the dialog box. Specify a different location if you want.
4. Click **Save** to generate the archive. Bug Zipper displays the successfully saved archive file name and path in the **Saved As** dialog box.
5. When you save the archive, the Bug Zipper window automatically closes. When the Zip creation confirmation dialog appears, click **OK**.
6. Send the compressed file with your problem report. Large Bug Zip files can be saved for pick-up later or put on a Kodak ftp server.

Dr. Watson Utility

The Print Console team uses Dr. Watson log files to diagnose crashes. Dr. Watson is a software utility included with Windows operating systems that detects and logs errors while Windows is running. Errors are logged in these files in a Dr Watson folder:

- **Drwtsn32.log:** This text file indicates which programs have crashed. It is small and easy to send in an e-mail message.
- **user.dmp**: This is needed only when the log file indicates that one of the Print Console components has crashed. It is a very large file, and you will probably need to upload it to an ftp site.

If a workstation is running Windows NT® or Windows 2000, these files are located in **C:\Documents and Settings\All Users\Documents\DrWatson**. If a workstation is running Windows Server™ 2003, they are located in **C:\Documents and Settings\All Users\Application Data\Microsoft\Dr Watson**.

Windows Event Logs

Use Windows event logs to gather information about hardware, software, and system problems. The Event Log service starts automatically when you start Windows. The two kinds of logs that are useful for Print Console troubleshooting are:

- **Application logs**: Contain events logged by applications or programs.
- **System logs**: Contain events logged by the Windows system components. For example, the system log records the failure of a driver or other system component to load during startup.

To archive an event log so that it can be sent for analysis:

1. Open the Event Viewer by selecting **Start > Settings > Control Panel > Administrative Tools > Event Viewer**.
2. Select the log (**Application** or **System**) that you want to archive.
3. From the **Action** menu, select **Save Log File As**.
4. In **File name**, enter a name for the archived log file.
5. In **Save as type** list, select a file format, and then click **Save**.
    - **Event Log (*.evt)** files can be reopened in Event Viewer. Logs saved as event log files retain the binary data for each event recorded.
    - **Text (Tab delimited (*txt)** or **CSV (Comma delimited) (*.csv)** files can be reopened in other programs such as word processing or spreadsheet programs. Logs saved in text or comma-delimited format do not retain the binary data.
6. Send the archived file with your problem report.

Print Console Version and User Account

Knowing the Print Console version can sometimes lead to a quick diagnosis. For example, your problem may be a known problem in version *x*, and the solution is to upgrade to version *y* in controlled release *z*.

The version of Print Console is not available in every Print Console log file because it is logged only when Print Console starts up. The version can be obtained from the properties of the Print Console executable:

1. Go to **C:\PrintConsole\bin** or **C:\Creo\PrintConsole4\bin**.
2. Right-click **PrintConsole.exe**.
3. Select **Properties**.
4. Select the **Version** tab and find the information under **File version**.

Information about the user account used (for example, PCOperator or Administrator) can also help in problem analysis.

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