

Knowledge Base Article

Product Group: Software
Product: CMSW7311 – Analysis and Reporting Manager (Stand-alone and Add-on)
Version: All

Abstract

This document explains how to generate log files for debugging purposes and where to retrieve them in SKF Analysis and Reporting Manager (ARM) software.

Overview

ARM stand-alone

The stand-alone version of ARM writes its log files to the following location according to the operating system in use:

Windows XP:

C:\Documents and Settings\All Users\SKF\@ptitude Analyst\Analysis and Reporting Module

Windows 7 – ARM prior to version 2.0:

C:\ProgramData\SKF\Analysis and Reporting Module

Windows 7 – ARM version 2.0 and later:

C:\ProgramData\SKF\Analysis and Reporting Manager\Logs

Output of log files is controlled by a /d command line switch in the shortcut used to launch the program. Debug versions write the log files automatically.

The log files include a text file written on exit that lists the steps carried out when generating a Word document report; each report creates a file named after the report. These are very useful when debugging report problems.

ARM add-on

The ARM add-on comprises two components:

SKF.RS.AddOns.Arm.XModules.dll ---> C# .Net Analyst plug in
CmArmCom.dll ---> Delphi COM DLL providing the ARM window

Each of these can output log files as it is running to aid debugging and support. Instructions and file locations differ between @ptitude Analyst versions, as shown below.

In all cases, @ptitude Analyst must be stopped and restarted before the logging options take effect.

Versions up to and including @ptitude Analyst 2010 MR2

To get the XModules.dll to create a log file, you need to create the following directory on your system:

Windows XP
C:\Documents and Settings\All Users\Application Data\SKF\@ptitude Analyst\XModules

Windows 7
C:\ProgramData\SKF\@ptitude Analyst\XModules

In either case, you need to place a file called "XModules.txt" in this directory to trigger the logging. (Not necessary if you are running a debug build).

Each file will be named with the date-time of start up: "XModules 20120619155452.txt"

To get the CmArmCom.dll to create a log file, you must include /d or -d as a command line parameter in the @ptitude Analyst shortcut. It will create files in the following location

Windows XP
C:\Documents and Settings\All Users\Application Data\SKF

Windows 7
C:\ProgramData\SKF

Each file will be named with the user logged in and the date-time of the start up: "ARM Log [Administrator] 19 Jun 2012 15-54-52.txt"

@ptitude Analyst 2010 MR3 and later

To get the XModules.dll to create a log file, you need to create the following directory on your system:

Windows XP
C:\Documents and Settings\All Users\SKF\@ptitude Analyst\Log\ARM Addon

Windows 7
C:\ProgramData\SKF\@ptitude Analyst\Log\ARM Addon

In either case, you need to place a file called "XModules.txt" in this directory to trigger the logging. (Not necessary if you are running a debug build).

CmArmCom.dll also writes its log files to the same folder. To get the CmArmCom.dll to create a log file, you must include /d or -d as a command line parameter in the Analyst shortcut.

Each file will be named with the user logged in and the date-time of the start up: "ARM Log [Administrator] 19 Jun 2012 15-54-52.txt"

Other logs

While running, the ARM add-on reads and writes various files to the following location:

Windows XP
C:\Documents and Settings\All Users\SKF\@ptitude Analyst\Analysis and Reporting Module

Windows 7 – ARM add on prior to version 2.0:
C:\ProgramData\SKF\@ptitude Analyst\Analysis and Reporting Module

Windows 7 – ARM add on version 2.0 and later:
C:\ProgramData\SKF\@ptitude Analyst\Analysis and Reporting Manager\Logs

These files include a text file written on exit that lists the steps carried out when generating a Word document report; each report creates a file named after the report. These are very useful when debugging report problems.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by e-mail at TSG-CMC@skf.com.