

How to Retrieve Debug Logs on RADAR

Note: You can plug (hotswap) in an USB keyboard (KC24) and mouse into RADAR while it's powered up, but if you are using a PS/2 keyboard (KC24) and mouse, you must plug these into RADAR while it's off then power on for these devices to function.

To retrieve a debug log from an issue that has occurred on the current boot:

If the RADAR didn't crash, and on the same bootup as the issue occurred:

-All versions of RADAR

Insert a floppy into the disk drive, go to Main Menu/Diagnostics Menu/Save Debug, and press [ENTER]. Press [ENTER] again. This will save a file "Debug.out" to your floppy disk of everything that occurred since your last power up. Insert this floppy into a PC, and email the debug.out file to support@izcorp.com with a detailed account of the issue.

-All versions of RADAR 3.26 and up with a DVD Multi Drive

If the RADAR is equipped with a DVD Multi Drive, and has a D:/Archive partitioned system drive, insert a blank CD-R/DVD-R into RADAR's DVD Drive. Go to Main Menu/File Menu/Make DVDCD Image and press [ENTER]. Choose D:/Archive and select "Debug Logs". Press [ENTER] to confirm file size. Name the image file "Debug.img" and press [ENTER]. Once the image is complete, go to Main Menu/File Menu/Burn DATA CDDVD and press [ENTER]. Select the image file that was named in the previous step "Debug.img". This will burn all the debug logs from the last 100 boot up to the CD. Debug logs are named according to the time and date stamp of when the RADAR was booted. Insert the CD into a Mac/PC, and email the relevant files to support@izcorp.com with a detailed account of the issue.

- All versions of RADAR 3.38 and up

Go to Main Menu/Diagnostics Menu/Save Debug. Choose "Selected Logs", "Current Log", "Last 5 logs", "Last 20 logs", or "All Logs". Choose to save as a txt file or zip file. Choose the "Save to" location of any media connected to RADAR (floppy drive, internal system, network, DVD Drive, removable hard drive) and press [ENTER]. Enter a description of the issue that occurred. Confirm file size and proceed. Debug logs are named according to the time and date stamp of when the RADAR was booted. Once the debug logs are saved to the location, email the relevant debug to support@izcorp.com with a detailed account of the issue.

- All versions of RADAR 3.38 with RADAR on a WAN

If the RADAR is connected to a Wide Area Network, RADAR can email a debug log directly to iZ Support Department. Go to Main Menu/Diagnostics Menu/Email Debug and press [ENTER]. Choose "Selected Logs", "Current Log", "Last 5 logs", "Last 20 logs", or "All Logs". Enter a description of the issue that occurred. Enter your Name. Enter your phone number. Enter your company name. Enter your location. Enter your reply email. Confirm to send email. You will receive a generic reply email to your reply email to confirm that the debug logs have been received, and an iZ Support Agent will contact you shortly.

If the RADAR application has crashed and on the screen is a small window that has an error message:

With a mouse and keyboard attached click the "details" button. In the new window that pops up click on "debugger". A text window will now open. Type "sc" into the window and press [enter]. More lines of code will appear in the window. Hold [alt] and press "a", this will select all the text in the window. Hold [alt] and press "c", this will copy all of the selected text. Hold down [ctrl] and [alt] and then tap quickly [delete] key. The "Team Monitor" window should appear and click "Restart Desktop" and then "Cancel". Your RADAR monitor will show the BeOS desktop. On the desktop is a grey icon labeled "Archive", and double click on the icon to open the window. Double click on the "Debug Logs" folder. Double click on the relevant debug log time/date stamped corresponding to RADAR's bootup. In the debug log text window, scroll down to the end of the text and press enter a few times, so that the cursor is a couple lines below the last line of text. Hold the [alt] key and press "v", and this will paste the text from the first window into this debug log. Hold [alt] and press "s" to save the updated log. Put your floppy disk into RADAR. Right click on the desktop and go to "mount" then the floppy disk icon. You will see a floppy icon appear on the desktop. Double click on the floppy icon to open the floppy window. Drag any relevant debug logs to the floppy window. Rename these files on the floppy to shorter file names describing the bug that occurred. (3.08 and up)

To retrieve a debug log from an issue from a previous boot:

-RADAR versions before 3.26
Cannot be done.

-RADAR Versions 3.26 and up

Option #1. FTP to RADAR from a local computer and go to the D:/Archive/Debug Logs directory. Copy any relevant debug files to your local computer. These files are time/date stamped corresponding to RADAR's bootup. Rename these files to shorter file name describing the bug that occurred. Email the relevant debug to support@izcorp.com with a detailed account of the issue.

Option #2. With a keyboard and mouse connected to RADAR. Go to Main Menu/Diagnostics Menu/Restart Desktop and press enter. Hold alt and press "F2" on the keyboard. Your RADAR monitor will toggle to the BeOS desktop. Put your floppy disk into RADAR. Right click on the desktop and go to "mount" then the floppy disk icon. You will see a floppy icon appear on the desktop. Open the floppy window. On the desktop is a grey icon labeled "Archive", and open this window. Drag any relevant debug logs to the floppy window. Rename these files to shorter file name describing the bug that occurred. Hold and press "F1" to return to RADAR software. Email the relevant debug to support@izcorp.com with a detailed account of the issue.

Option #3. If the RADAR is equipped with a DVD Multi Drive, and has a D:/Archive partitioned system drive, insert a blank CD-R/DVD-R into RADAR's DVD Drive. Go to Main Menu/File Menu/Make DVDCD Image and press [ENTER]. Choose D:/Archive

and select “Debug Logs”. Press [ENTER] to confirm file size. Name the image file “Debug.img” and press [ENTER]. Once the image is complete, go to Main Menu/File Menu/Burn DATA CDDVD and press [ENTER]. Select the image file that was named in the previous step “Debug.img”. This will burn all the debug logs from the last 100 boot up to the CD. Debug logs are named according to the time and date stamp of when the RADAR was booted. Insert the CD into a Mac/PC, and email the relevant files to support@izcorp.com with a detailed account of the issue.

- All versions of RADAR 3.38 and up

Option #1. Go to Main Menu/Diagnostics Menu/Save Debug. Choose “Selected Logs”, “Current Log”, “Last 5 logs”, “Last 20 logs”, or “All Logs”. Choose to save as a txt file or zip file. Choose the “Save to” location of any media connected to RADAR (floppy drive, internal system, network, DVD Drive, removable hard drive) and press [ENTER]. Enter a description of the issue that occurred. Confirm file size and proceed. Debug logs are named according to the time and date stamp of when the RADAR was booted. Once the debug logs are saved to the location, email the relevant debug to support@izcorp.com with a detailed account of the issue.

Option #2. If the RADAR is connected to a Wide Area Network, RADAR can email a debug log directly to iZ Support Department. Go to Main Menu/Diagnostics Menu/Email Debug and press [ENTER]. Choose “Selected Logs”, “Current Log”, “Last 5 logs”, “Last 20 logs”, or “All Logs”. Enter a description of the issue that occurred. Enter your Name. Enter your phone number. Enter your company name. Enter your location. Enter your reply email. Confirm to send email. You will receive a generic reply email to your reply email to confirm that the debug logs have been sent.