

HOW TO SAVE A DEBUG LOG



A USB keyboard (KC24) and mouse can be plugged into RADAR while it's powered up (hot swapped). If using a PS/2 keyboard (KC24) and mouse, they must be plugged in prior to powering on RADAR for them 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 3.38 and up (USB Drive support available on RADAR 3.50 and up):

To **SAVE DEBUG**:

- 1 Use the **MENU/PREV**, the **↑** and **↓** keys and the **ENTER** key to go to the **MAIN MENU / DIAGNOSTICS MENU / SAVE DEBUG** dialogue and press the **ENTER** key.
- 2 At the **SAVE DEBUG:** prompt select **SELECTED, CURRENT LOG, LAST 5 LOGS, LAST 20 LOGS, ALL LOGS** and press the **ENTER** key.
- 3 At the **SAVE AS:** prompt select **TXT** or **ZIP** and press the **ENTER** key.
- 4 At the **SAVE TO:** prompt, use the **↑** and **↓** keys to select the device to save to, and press the **ENTER** key. This list will include **D:ARCHIVE** (RADAR internal system drive partition), **N:NETWORK, A:FLOPPY, B:** (DVD-RAM, DVD-R, BD-RE or CD-R), **REV DISK, E:USB DRIVE** and any FAT32 or HFS Standard formatted SCSI drives connected to the RADAR.
- 5 At the **SELECT FOLDER:** prompt, select the destination folder using the **↑** and **↓** keys and press the **ENTER** key.



After finished using a USB drive, make sure to unmount it before unplugging it from RADAR. Access the **MOUNT/UNMOUNT** dialogue via the **DISK MENU** or by pressing **SHIFT+ UNMNT** on the Session Controller.



All versions of RADAR 3.26 and below:

- 1 Use the **MENU/PREV**, the **↑** and **↓** keys and the **ENTER** key to go to the **MAIN MENU / DIAGNOSTICS MENU / SAVE DEBUG** dialogue and press the **ENTER** key.
- 2 Insert a floppy into the disk drive. At the **SAVE DEBUG INFO** prompt type in a name for the debug file or leave it as the default *DEBUG.OUT* and press the **ENTER** key. Insert the floppy into a Mac/PC, and email the relevant files to support@izcorp.com with a detailed account of the issue.

All versions of RADAR 3.26 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:

- 1 Use the **MENU/PREV**, the **↑** and **↓** keys and the **ENTER** key to go to the **MAIN MENU / FILE MENU / MAKE DVDCD IMAGE** dialogue and press the **ENTER** key.
- 2 Use the **↑** and **↓** keys to select **D:ARCHIVE** and press the **ENTER** key.
- 3 Use the **↑** and **↓** keys to select **DEBUG LOGS** and press the **ENTER** key. Press the **ENTER** key to confirm file size. Name the image file *Debug.img* and press the **ENTER** key.
- 4 Once the image is created, use the **MENU/PREV**, the **↑** and **↓** keys and the **ENTER** key to go to the **MAIN MENU / FILE MENU / BURN DVDCD IMAGE** dialogue and press the **ENTER** key.
- 5 Use the **↑** and **↓** keys to select the image file that was named in the previous step *Debug.img* and press the **ENTER** key. This will burn all the last 100 boot ups on RADAR to a CD or DVD. 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 with RADAR on a WAN:

EMAIL DEBUG LOGS

If RADAR is connected to the internet, debug logs can be sent directly to iZ Technology Support using the **EMAIL DEBUG** option. To assist the support process, RADAR's serial number, current software version, and information about the installed memory and processor will automatically be included in the email.

To **EMAIL DEBUG**:

- 1 Use the **MENU/PREV**, the **↑** and **↓** keys and the **ENTER** key to go to the **MAIN MENU / DIAGNOSTICS MENU / EMAIL DEBUG** dialogue and press the **ENTER** key.
- 2 At the **EMAIL DEBUG**: prompt choose **SELECTED, CURRENT LOG, LAST 5 LOGS, LAST 20 LOGS, ALL LOGS** and press the **ENTER** key.
- 3 At the prompt for **DESCRIPTION** enter a description of the problem that occurred.
- 4 Follow the other prompts and fill in:
ENTER YOUR NAME
PHONE NUMBER
COMPANY NAME
LOCATION
- 5 At the prompt for **REPLY EMAIL** enter an email address that an iZ Support Agent can reply to.



When entering an email address, use the **#** and **&** keys to enter the '@' and '.'.

- 6 At the prompt for **SEND EMAIL NO/YES** prompt select **YES** and press the **ENTER** key.
- 7 A confirmation email will be sent to the **REPLY EMAIL** address that the email has been sent.

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

RADAR 3.08 and up:

- 1 With a mouse and keyboard attached click the **DETAILS** button. In the new window that pops up click on **DEBUGGER**.
- 2 A text window will now open. Type **sc** into the window and press the **ENTER** key. More lines of code will appear in the window. Hold **ALT** and press **A**. This will select all the text in the window. Hold down **ALT** again and press **C**, this will copy all of the selected text.
- 3 Hold down **CTRL** and **ALT** and then quickly tap the **DELETE** key. The Team Monitor window should appear. Click **RESTART DESKTOP** and then click **CANCEL**. The RADAR monitor will show the BeOS desktop. On the desktop will be a grey icon labeled **ARCHIVE**, double click on the icon to open the window. Double click on the **DEBUG LOGS** folder. In RADAR Software version 3.40 and above, click on the **SYSTEM FILES** folder then **DEBUG LOGS**.

- 4 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 the enter key a few times, so that the cursor is a couple lines below the last line of text. Hold the **ALT** key and press **V**. This will paste the text from the first window into this debug log. Hold **ALT** and press **S** to save the updated log.

- 5 Put the floppy disk into RADAR. Right click on the desktop and go to **MOUNT** then the floppy disk icon. 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. To save the files onto CD (with software version 3.26+) or transfer them through FTP, reboot RADAR and continue to the next section.

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



In RADAR software versions before 3.26 this cannot be done.

RADAR software versions 3.26 and up:

OPTION #1

- 1 Connect to RADAR via an FTP Client on a PC or MAC and navigate to Archive/Debug Logs directory (or Archive/System Files/Debug Logs in Software version 3.40 and up).
- 2 Copy any relevant debug files to the 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 log(s) to support@izcorp.com with a detailed account of the issue.

OPTION #2

- 1 With a keyboard and mouse connected to RADAR. Go to **MAIN MENU / DIAGNOSTICS MENU / RESTART DESKTOP** and press the **ENTER** key.
- 2 Hold **ALT** and press **F2** on the keyboard. The RADAR monitor will toggle to the BeOS desktop. Put a floppy disk into RADAR. Right click on the desktop and go to "mount" then the floppy disk icon.

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OPTION #3

If the RADAR is equipped with a DVD Multi Drive, and has a D:/Archive partitioned system drive:

- Use the **MENU/PREV**, the **↑** and **↓** keys and the **ENTER** key to go to the **MAIN MENU / FILE MENU / MAKE DVDCD IMAGE** dialogue and press the **ENTER** key.
- Use the **↑** and **↓** keys to select **D:ARCHIVE** and press the **ENTER** key.
- Use the **↑** and **↓** keys to select **DEBUG LOGS** and press the **ENTER** key. Press the **ENTER** key to confirm file size. Name the image file *Debug.img* and press the **ENTER** key.
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OPTION #2

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- 3 At the prompt for **DESCRIPTION** enter a description of the problem that occurred.



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