FASOO

Fasoo Utility Guide

TRACE LOG UTILITY

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Trace Log Utility

The **Fasoo Trace Log Utility** provides more detailed operations logs of the Fasoo client and how it interacts with documents. The utility runs as an application on a Microsoft Windows machine and does not require any installation or administrator rights to run. Fasoo engineers and Help Desk personnel will guide usage to help determine and resolve potential conflicts or problems using encrypted and plain documents on a Windows PC.

1. Log into the Microsoft Windows PC with authorized user credentials.

2. Open Windows Explorer and navigate to C:\Program Files\Fasoo DRM\Log.

3. Delete all the log files in the Log folder.

4. If running a 64-bit operating system, also navigate to C:\Program Files(x86)\Fasoo DRM\Log.

5. Delete all the log files in the Log folder.

6. Download the utility from http://helpdesk.fasoo.com/solution/articles/9000097615-trace-log-utility and copy it to the desktop of the affected computer.

7. Unzip and run TraceUtil_user.exe and click Set.

8. Verify the File Log option is checked and Trace Level is set to TRACE_LEVEL_DEBUG as shown below.

9. A dialog box will verify that "Trace configuration has been set".

10. Verify Setting Status shows Enabled and is green.

11. Click OK to confirm.

12. Keep this utility open and replicate the issue affecting the computer. Ensure you do not start the utility with the issue catalyst open.

13. Exit the utility once you replicate the issue.

14. Open Windows Explorer and navigate to C:\Program Files\Fasoo DRM\Log.

15. Zip the log files in the Log folder and copy them to the desktop.

16. If running a 64-bit operating system, also navigate to C:\Program Files(x86)\Fasoo DRM\Log.

17. Zip the log files in the Log folder and copy them to the desktop.

18. Upload the zipped logs to http://helpdesk.fasoo.com or otherwise send them to the Fasoo Help Desk for analysis.