



How to Gather Tracing

Applies to: ArchiveOne® Enterprise (Policy); Topic Last Modified: 27 January 2010

Note

This topic explains how to gather tracing in ArchiveOne Enterprise (Policy).

Before you begin

Before you perform the procedure in this topic, be aware of the following:

- Must have proper user permissions to run ArchiveOne Enterprise (Policy).

Procedure

To gather tracing

1. Open the ArchiveOne Enterprise (Policy) Admin Console.
2. Right click on the Status node and select Configure.
3. Click the **Diagnostics** tab.
4. Select Standard from the pull down menu.
 - If it is already selected, leave it as is.
5. Click **OK** to save the changes and then close the Admin Console.
6. Restart the ArchiveOne Enterprise (Policy) Service.
7. Carry out the same action that produced the error.
8. After the error has occurred again, navigate back to the Diagnostics tab.
9. Click the **View Trace File** button to open the file in your default web browser.
10. Use File -> Save As to save the document.
11. Email the saved document to support@c2c.com.
 - Zip the file, if necessary.

For more information

For assistance with other features of ArchiveOne Enterprise (Policy), see the other ArchiveOne Enterprise (Policy) documentation available from C2C:

- [C2C website](#)
- [C2C Support Portal](#)