



How to Gather Tracing

Applies to: ArchiveOne® Express; Topic Last Modified: 27 January 2010

Note

This topic explains how to gather tracing in ArchiveOne Express.

Before you begin

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

- Must have proper user permissions to run ArchiveOne Express

Procedure

To gather tracing

1. Open the ArchiveOne Express 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 Express 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 Express, see the other ArchiveOne Express documentation available from C2C:

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