EVS XSQUARE LOGS PROCEDURE

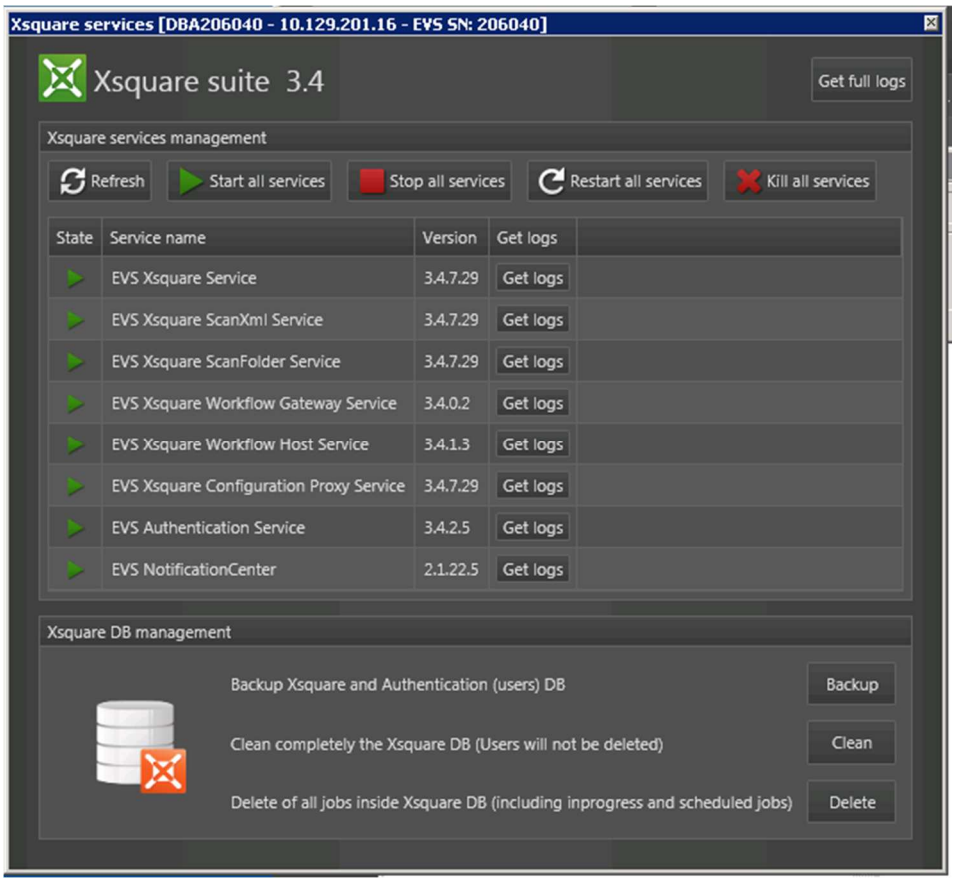
Prerequisites:

- Use our Web portal to enter a new issue, and fill out all fields required. Always indicate the client workstation (name, IP address, serial number) and user role.
- **Do NOT** use 7z or other zipper. Use classic Windows zipper to zip the logs directory.
- Follow the procedure according to the product below to collect their respective logs files.
- If the problem can be easily reproduced, it will be better to backup all logs, then flush the entire C:\EVSLogs directory (EVS Services must be stopped). The biggest advantage will be to have smaller logs and easier to analyze.
- If you suspect a memory leak, please use “Procdump.exe” and collect Windows event logs entries. The usage is described in this document.
- Always indicate a timestamp when the error occurred and a print screen of the error. If the problem happened systematically please include with the logs a short Video showing the problem and steps to reproduce it.

Xsquare:

- Collect logs from XSquare

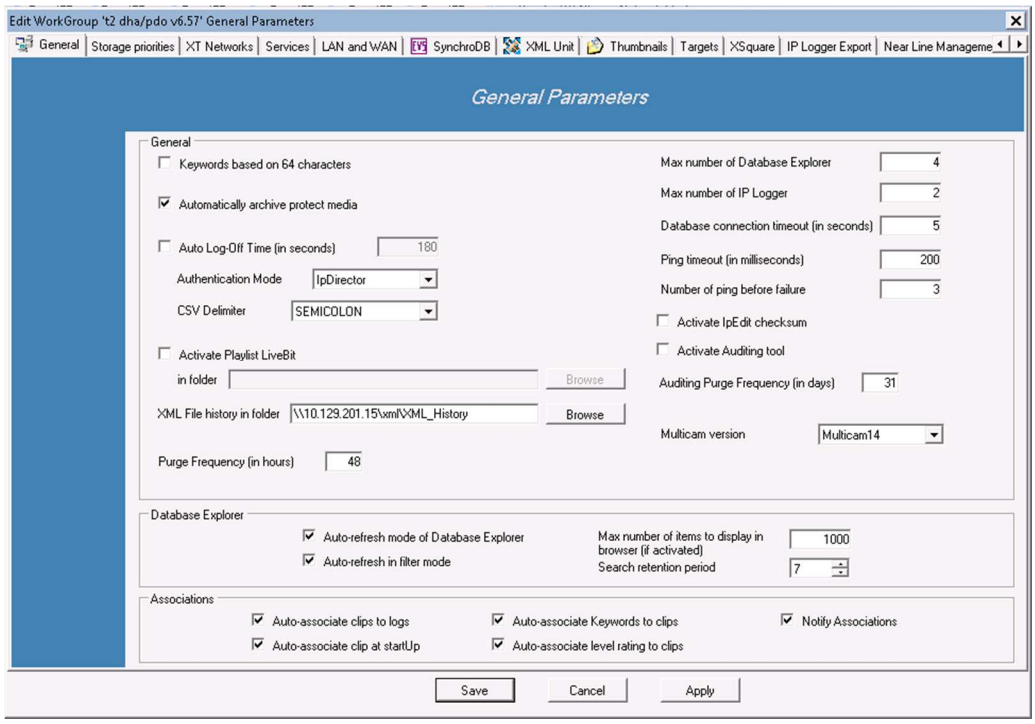
Open XSquare services monitoring window and click on “Get full logs” button.



- Please provide also XSquare database in case of issue when processing jobs from IP Director, SOAP or third party software.
- Backup can be initialized from the XSquare Services software by clicking on the “Backup” Button.

- Provide IP Director “XML File History” will also be mandatory to track jobs errors between IP Director and XSquare.

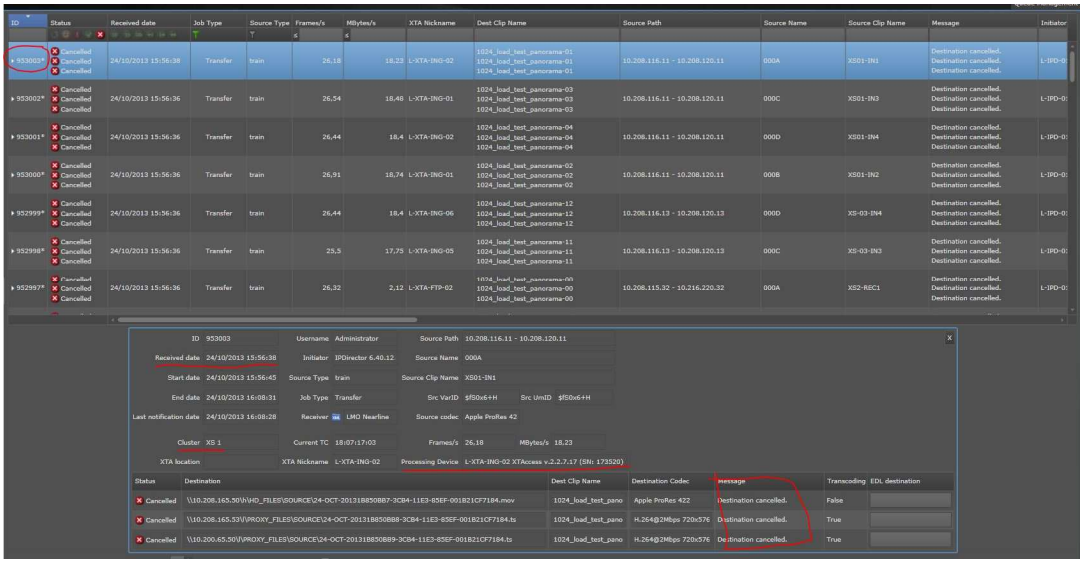
  Please zip the entire content from the defined directory in IP Director -> Configure -> General Parameters -> XML File History.



XTAccess:

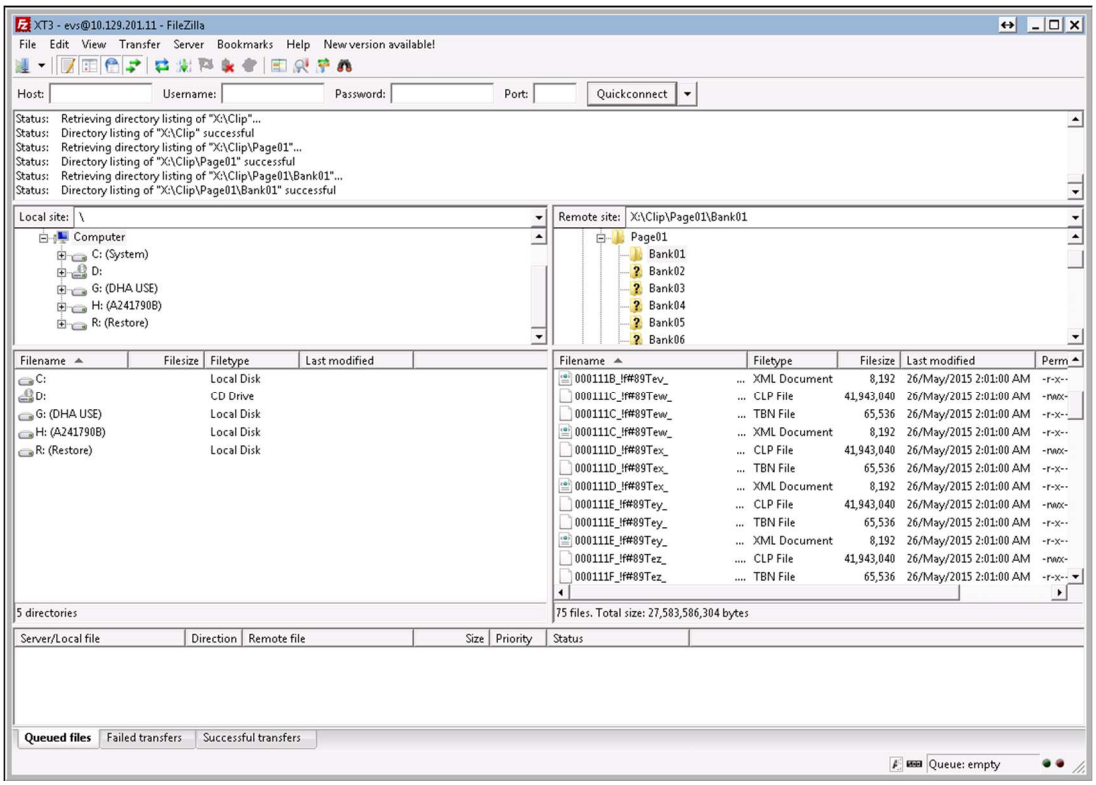
- If the problem is localized from **one** particular XTAccess computer you will be oblige to stop XTAccess and XTGateway softwares and zip following directories from the XTAccess computer: C:\EVSLogs\XTAccess C:\EVSLogs\XTGateway.

- XTAccess managing the job can be easily found from the XSquare monitoring window by double clicking on the failed jobs. The processing device name will be showed and you will be able to get logs from it.



- If the problem happened with one media **file** please provide it.

- If the problem happened with one Video Server clip: Connect over Gige Video Server interface using its ftp server using Filezilla.
  Host: Video Server IP Address
  User: evs
  Password: evs!
  Directory: please browse Video Server content using LSM ID from the faulty clip.
  Download both i.e. LSM ID: 111B -> 00011B_.....XML and 00011B_.....CLP files.



- If the problem happened from the record train: Please create one small clip with the problem and backup its .clp and .xml file using Filezilla (https://filezilla-project.org).

How to use Procdump.exe

Procdump.exe is a software from Microsoft to be used to collect a dump file upon application crash

How to collect a dump file upon application crash.
If a software is generating .dmp files and if the R&D is complaining that the dmp file is not complete enough, you may use the procdump.exe to generate a full dmp file.
Procdump.exe software can be downloaded from: http://technet.microsoft.com/en-us/sysinternals/dd996900

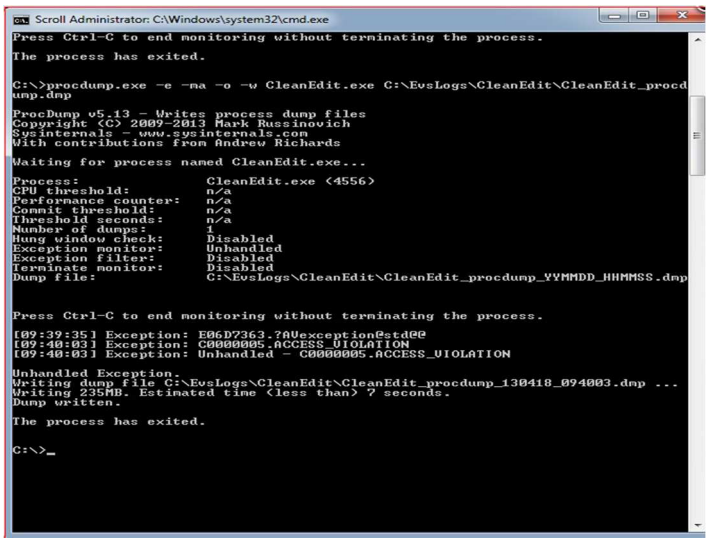
_ Copy procdump.exe anywhere on the machine (eg: C:\Temp\procdump.exe).
_ Launch procdump.exe with the right arguments: `procdump.exe -e -ma -o -w application_name.exe dump_file.dmp`

`Arguments details:`

-e	Write a dmp when the process encounters an unhandled exception
-ma	Write a dmp file with all process memory
-o	Overwrite the dmp if it exists
-w	Wait for the process if it does not already exists
-accepteula	Automatically accept the Sysinternals license agreement

`i.e. with XTAccess application:`
`procdump.exe -e -ma -o -w xtaccess.exe C:\EVSLogs\XTAccess\XTAccess_procdump.dmp`

_ Launch the application and try to make it crash.
_ once the crash happened, collect the generated dmp file



If the R&D is asking a dmp file of a running application, you may use the procdump.exe to generate a full dmp file.
The procedure will be the same as described before:
_ Copy procdump.exe anywhere on the machine (eg: C:\Temp\procdump.exe).
_ Launch procdump.exe with the right arguments.
I.e. xtaccess.exe

```
procdump.exe -ma -o -w XTAccess.exe C:\EVSLogs\XTAccess\XTAccess_procdump.dmp
```