

ElfView.exe Helps Troubleshoot Graphical Problems

How It Works

When you use Ensight Pro™ graphical software, the system writes time-stamped information about errors, warnings, and processes taking place to an Ensight log file called ensight.elf. If you discover a problem while using Ensight Pro, you can optimize the settings so that the information in this file can help your support technician isolate the cause and resolve the issue as quickly as possible.

How to Do It

Whenever you need to report a problem in our graphical software to ECI² Technical Support, you can help us help you by taking these actions:

- Making sure the affected system logs all ELF messages.
- Clearing the log file to help pinpoint relevant messages.
- Re-creating the error you're experiencing.
- Sending a copy of the ensight.elf file to Support.

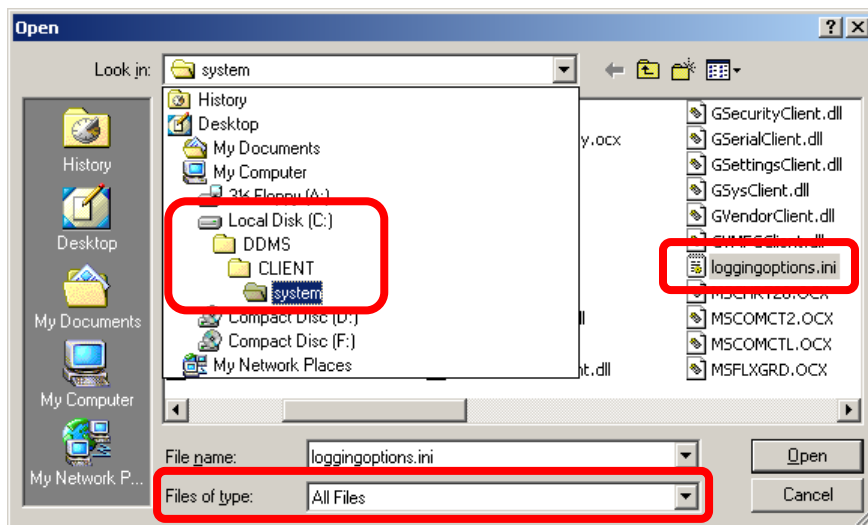
After your problem is resolved, you can set up custom logging options to save disc space. Detailed instructions for all these actions are below.

Making Sure the System Logs all ELF Messages

By default, the system logs all errors, warnings, and processes taking place to ensight.elf. To save space, Version 7 software allows you to specify how much information should be logged to this file. You can select to log errors, warnings, or all messages. You can set different logging options for the server and the client.

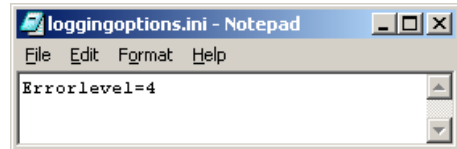
However, while troubleshooting, it's best to log all messages until the problem is resolved. First, check to see if someone has customized logging options on the machine experiencing trouble. If necessary, set up logging options to log all messages. Follow these steps on the affected DDMS server or client using the Microsoft® Notepad word processing program:

1. Go to **Start > Programs > Accessories > Notepad**.
2. On the menu bar, click **File > Open...**
3. Look in the **C:/ddms/client/system** folder. (Use the correct drive letter. For example, the files may reside on the D: drive on many DDMS servers.)



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4. In the **Files of Type** drop-down box, select **All Files**.
5. Look for a file named **loggingoptions.ini**.
 - If the file exists, you may have customized logging options. Go to step 6.
 - If the file does not exist, the system will log all messages by default. Go to **Clearing the ELF Log File**.
6. Double-click **loggingoptions.ini** to open it.
7. After **Errorlevel=**, replace whatever number appears with the number **4**, as shown in the following figure.



8. On the menu bar, click **File > Save...**
9. Exit Notepad.

Any activity that you perform in Ensight Pro on this machine that creates error, warning, or process messages will now be logged to ensite.elf. Continue with **Clearing the ELF Log File**.

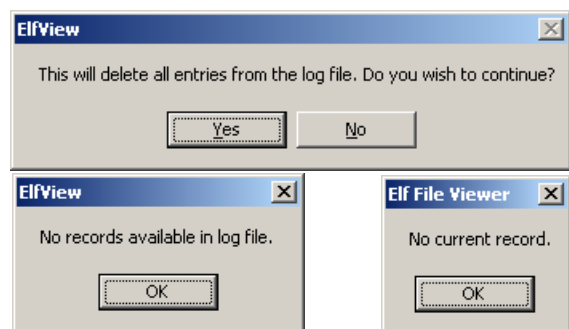
Clearing the ELF Log File

Once you've set up the ELF logging options to capture as much useful information as possible, it's important to narrow the scope to isolate messages related to the task you've performed when you experience problems.

At any given time, your ensite.elf file may include thousands of rows describing all sorts of processes, errors, and warnings that have taken place since installation of Version 6, when ELF logging was instituted. With so much data, the file size can be excessive, and it may be time-consuming for your support tech to pinpoint the exact date and time of the issues in questions.

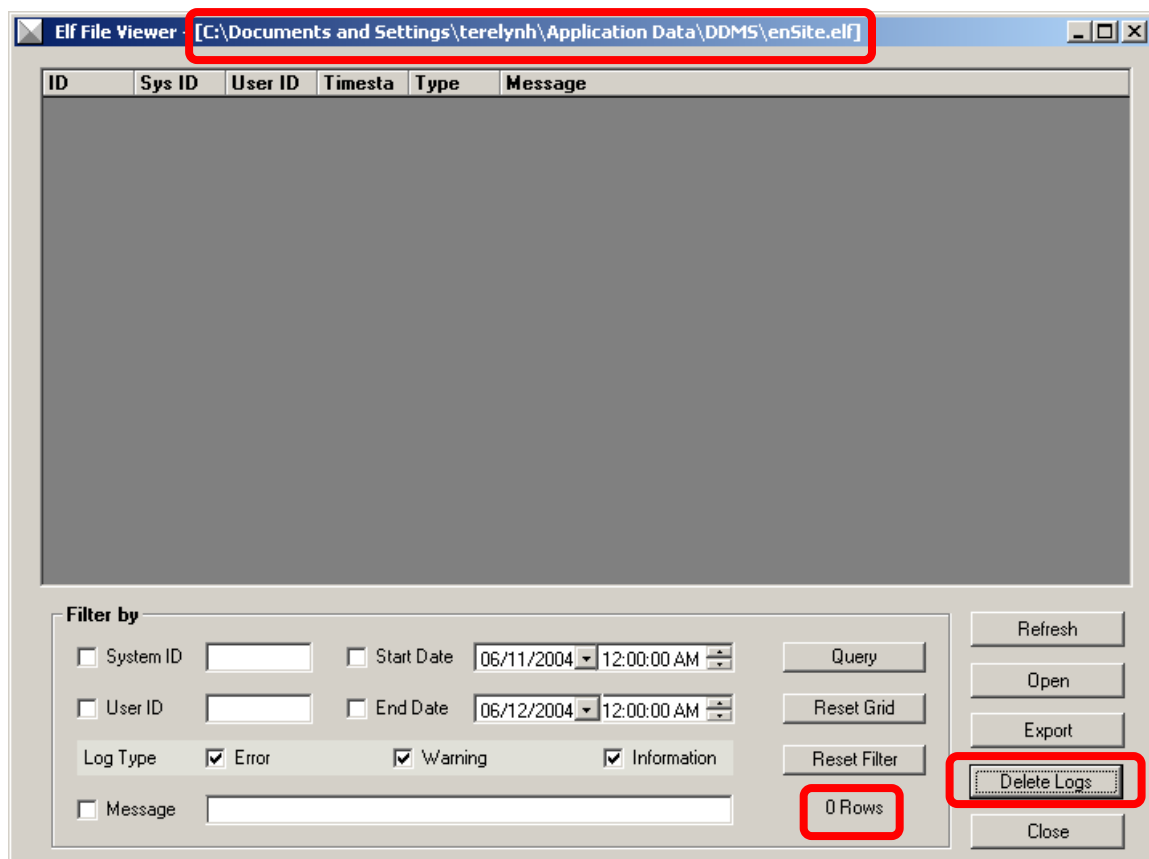
To clear ensite.elf, follow these steps on the affected DDMS server or workstation:

1. Go to **Start > Run**.
2. Type **c:\ddms\client\elfview.exe**
(Use the correct drive letter. For example, the file may reside on the D: drive.)
3. Click **OK**. The ELF File Viewer window opens, displaying rows of messages.
4. In the Filter By section, there is a counter that indicates how many rows of time-stamped messages are in this file. Make a note of the number of rows.
5. Click the **Delete Logs** button.
6. At the Do You Wish to Continue? message shown at the right, click **Yes**. The rows disappear, and the number of rows indicated at the bottom of the window should be \emptyset .
7. (Optional) Click the **Refresh** button. A No Records Available in Log File message should appear, as shown in the figure at right. Click **OK**. A No Current Record message should appear, as shown in the figure at far right. Click **OK**.



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- In the Elf File Viewer title bar, note the path to the actual log file, as shown below. Your path may look different. (After re-creating the error, you will send this file to Support.)
- Click the **Close** button, and continue with **Re-Creating the Error**.



Re-Creating the Error

Now that the ELF file is clear, you are ready to re-create the error that has prompted you to call ECI² Technical Support. Starting from the Ensite Pro Master Menu, go into the appropriate application window and perform the exact steps you were performing when you discovered the problem. Finish as much of the procedure as you can, and then go to the heading, **Sending a Copy of Ensite.elf to Support**.

Note: If you cannot re-create the problem you experienced earlier, please notify Support. The simple act of deleting logs in the Elf File Viewer can eliminate some performance problems due to disk space.

Sending a Copy of Ensite.elf to Support

After re-creating the problem, attach ensite.elf along with any other requested files and your **call tracking number** in an email to support@eci2.com. To locate the ensite.elf file on the affected system, note the path at the top of the Elf File Viewer (as shown in the previous figure).

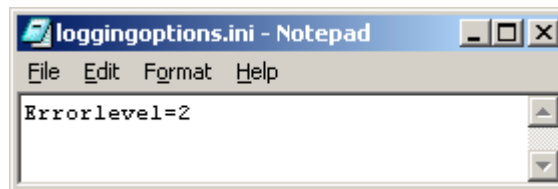
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(Optional) Setting the Level of Error Logging in Ensite.elf

After your problem is resolved, you can set up custom logging options to save disc space. Follow these steps on the DDMS server or client workstation using the Notepad word processing program:

1. Go to **Start > Programs > Accessories > Notepad**.
2. On the menu bar, click **File > New**.
3. In the text document, type **Errorlevel=**
4. Immediately after the equal sign (=), with no space, enter one of the following options:
 - 0 The system will not log any messages.
 - 1 The system will only log errors.
 - 2 The system will log errors and warnings.
 - 4 **(default)** The system will log all messages.

For example, the line should read **Errorlevel=2**, as shown below, if you want to log only errors and warnings, but not processes.



5. On the menu bar, click **File > Save**.
6. Save the document to the C:/DDMS/CLIENT/SYSTEM folder, and name it **loggingoptions.ini**.
7. If prompted to replace the existing document, click **Yes**.
8. Exit Notepad.
9. Repeat on each DDMS server or client workstation as needed.

When using Ensite Pro on this machine, any activity that you perform that creates error, warning, or process messages will be logged according to the error level you specified.

Additional Information

Look under Graphical Changes, Miscellaneous in *What's New in Version 7* (www.ddms.com/Resources/Doc/version7/whatsnew_ver7.pdf), for the description of the "Logging Errors" options introduced in Version 7.2.43.