NETOP®

RemoteControl

Secure Remote Management and Support

NETOP

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Contents

1   Introduction

In case of failures, please contact Netop technical support team which will assist you with the issue. For troubleshooting purposes, include debugging logs along with any error reports.

2   Debugging Logs on Windows

If the component crashes, use DTLSpyn – available here.

If it does not crash, use the following steps to retrieve the logs:

1. Start the Netop component (E.g.: Guest, Host).
2. Go to Help > About and press Alt + z.
3. Close the Help > About window.
4. Reproduce the error.
5. Select Tools > Debug Trace.
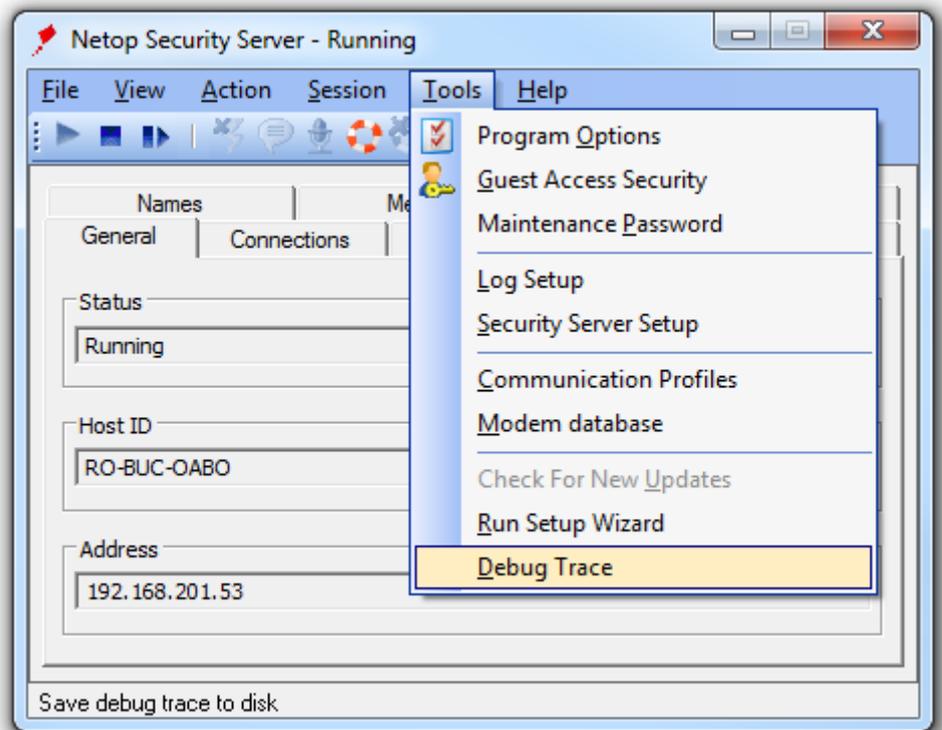
This is how it looks on Security Server

6. A dialog prompts you to view the debug trace. You can either view the log and save it to a different location or go and take the file from the displayed location.
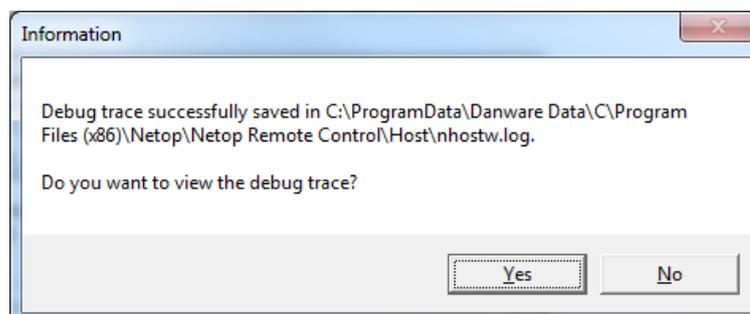
7. Before sending the file, be sure to name it so it is clear which distinct module it came from (E.g. instead of *nhostw.log* use *guest-nhostw.log*).
8. Zip the files and send them to Netop Technical Support.

In case you do not have access to the graphical interface or you need to have a larger log file (capturing more events), go through the following steps:

1. Open the **netop.ini** file located in *C:\Windows*
2. Set `Com_Log=1` (under the [DTL] header). If the header does not exist, add it to the end of the netop.ini file.
3. Increase the size of the log by adding the attribute `DTLLogKB=Number`, where Number equals the size of the log data in KB. The default is 50 KB. Recommended size is 10000. A complete entry in the netop.ini would look like this:

```
[DTL]

Com_Log=1

DTLLogKB=10000
```

This would set the log file to collect up to 10,000 KB of data. Save the netop.ini file and restart the component in order for the updates to take effect.

3   Debugging Logs on Linux and Mac

For these operating systems, there are 2 types of debug logs that need to be retrieved and sent: DTL logs and debug logs.

3.1   DTL logs

If the component crashes or you do not have access to the graphical user interface, use **DTLSpy** - automatically installed with the Netop Guest and Host.

If it does not crash, use the following steps to retrieve the logs:

1. Start the Guest and Host.

2. On both Guest and Host go to Help > About and press Alt + z.

3. Close the Help > About window.

4. Reproduce the error.

5. Select Tools > Debug Trace.

A dialog prompts you to view the debug trace. The Debug Trace log is saved as follows:

- The log on the Guest is saved to file */tmp/netopguest.log*.

- The log on the Host is saved to file */tmp/HostTrace.log*.

3.2   Debug logs

3.2.1   Retrieving the debug logs on the Host

1. Go to Tools > Options.

2. Fill in the required credentials

3. Go to NetopHost > Configuration > Local configuration > Host computer > Debug log and make sure the values are set as Enabled – **Enabled** and Level – **Trace**.

4. Go to Debug Log > File and set the Level to **Debug**.

5. Reproduce the error.

6. Retrieve the log from the location specified under Debug Log > File (E.g.: /Library/Logs/netop_host.log) and send it.

3.2.2   Retrieving the debug logs on the Guest

1. Launch the Guest using the logging parameters (global logging level, file logging level and location of the actual log file)

```
netopguest --global-log-level trace --logfile-name ~/netop_guest.log
--file-log-level=trace
```

2. Replicate the error.

3. Retrieve the log file from where you decided to save and send it over to Netop support.

4   Debugging Logs on Android

Once the error occurs, follow the steps:

1. Go to the Netop Host application.

2. Tap the menu icon:
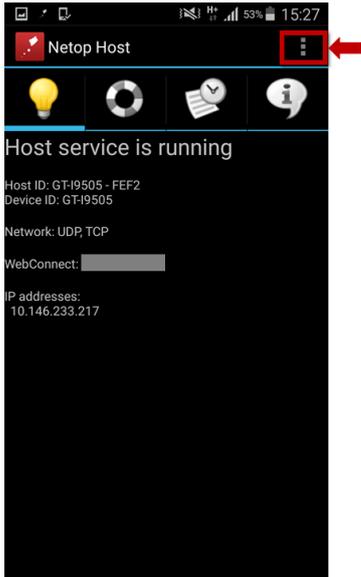
3. Tap the menu icon:
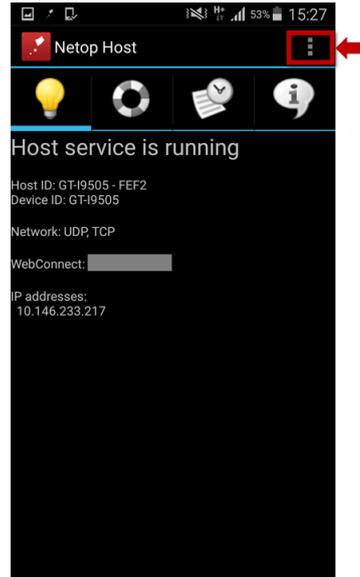
4. Tap on **Write Log**:
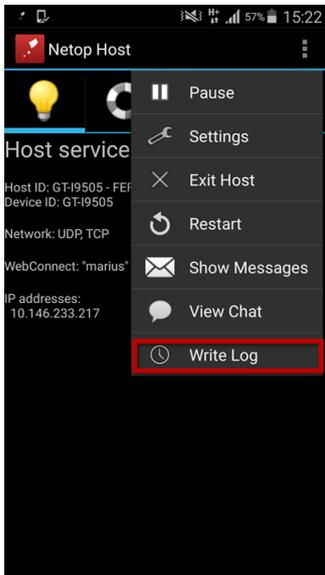
The log file will be saved to:
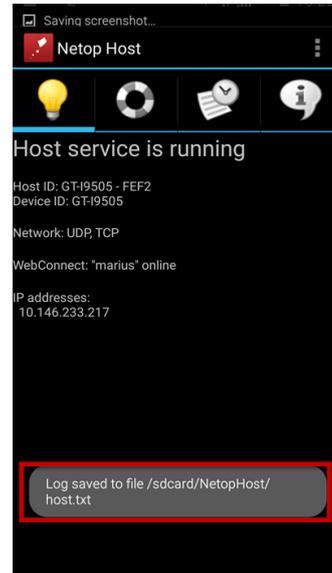
5   Debugging Logs on Windows Mobile and Windows CE

Once the error occurs, follow the steps:

1. Go to the Netop Host application.
2. Tap Menu > Trace. The log file is saved to location `\netophost.txt`.