

Escalation of ENTERPRISE Products

1. Enable Tracing in **CODESOFT** – Requires restart of **CODESOFT** application after making changes. If fields do not exist in the .ini files listed below, add the lines manually

- a. **CODESOFT 2014 and later**
 - i. **C:\Program Files (x86)\Teklynx\CODESOFT XXXX\Lppa.ini**
[general]
DbgReport=1
DbgReportFileSize=5120
DbgReportPathName=C:\TEKLYNX_TRACE\CS
- b. **Pre CODESOFT 2014**
 - i. **C:\ProgramData\Teklynx\CODESOFT XXXX\CS.ini**
[general]
DbgReport=1
DbgReportFileSize=5120
DbgReportPathName=C:\TEKLYNX_TRACE\CS

2. Enable Tracing in **SENTINEL** – Requires restart of **SENTINEL** service (**Label Print Manager**) after making changes

- a. **SENTINEL Manager > Tools > Tracing > Activate Tracing**
 - i. Trace Level = **Highest**
 - ii. Trace Files Path = **C:\TEKLYNX_TRACE\SENTINEL**
 - iii. Max File Size (kb) = **10240**

*Note: Older versions of SENTINEL did not have the “Highest” setting. To enable the highest level of tracing, the screen needs to be configured as above, then hold CTRL + Shift and type DEBUG. Once done a screen will pop up in French, and this will enable the “Highest” setting.

- b. **Log Files in SENTINEL**
 - i. **Log files in SENTINEL** are not the same as trace files but can be useful for tracking down timestamps of the problem. These files are configured per **SENTINEL** watch, and most likely will not be consolidated with other trace files. Consolidation into Trace files directories might be necessary to understand the issue. If not, please take note of relevant logs and capture them accordingly.

3. Enable Tracing in **LABEL ARCHIVE** – Requires restart of the **LABEL ARCHIVE** services (**TkxSvrService** and **Label Archive Server**)

- a. **LABEL ARCHIVE 2015 and later**
 - i. Tracing has been moved to config files. They become more extended, you can set reporting level, folders etc. You need to enable log for specific product:
 1. **c:\Program Files (x86)\Teklynx\Label Archive Client\NLog.config**
 2. **c:\Program Files (x86)\Teklynx\Label Archive Server\NLog.config**
 3. **c:\Program Files (x86)\Teklynx\LABELNET WebAdmin\NLog.config**
 4. **c:\Program Files (x86)\Teklynx\LABELNET WebSite\NLog.config**

5. **c:\Program Files (x86)\Teklynx\TkxSvrClients\NLog.config**
 6. **c:\Program Files (x86)\Teklynx\TkxSvrServers\NLog.config**
 For example for LAS you need to find the line <logger name="TkxArv."
 writeTo="file" minlevel="Off" /> and change "Off" to reference to one
 of the following levels: **Trace, Debug, Info, Warn, Error, Fatal** (usually
 Trace is appropriate)
 - ii. Log file will be located under **C:\ProgramData\Teklynx\[product]\Logs** by
 default. This can be modified to consolidate trace files to one location.
 - b. LABEL ARCHIVE 2014 and earlier
 - i. **LABEL ARCHIVE SERVER ADMINISTRATION > Settings > Functions Node > Tracing**
 *You must hit the save icon on the top of the screen in order to save changes
 and enable tracing.*
4. Capture the files that make up the customer configuration. Everything needed to replicate the
 environment might be necessary
 - a. **SENTINEL .ini/.xml files**
 - i. **C:\Users\Public\Documents\Teklynx\Sentinel**
 - b. **SENTINEL Map Files**
 - c. **CODESOFT Configuration**
 - i. **C:\ProgramData\Teklynx\CODESOFT 2015**
 1. **CS.ini and User.ini**
 - d. **LABEL ARCHIVE/CENTRAL databases (LABELARCHIVE, UMSS, MSGS, LABELNET)**
 - i. SQL database
 1. Right click on a Database > **Tasks > Backup**
 5. Capture and record relevant information regarding issue
 - a. **Time of Event**
 *Double check to make sure the above trace files and logs are relevant to the event
 window. Take care to make sure that logs have not been overwritten, adjusting file size
 of trace files might be necessary to allow for larger trace files. Hard drive space should
 be observed when increasing file size above settings mentioned in this document.*
 - i. Screenshots of event viewer if possible.
 - ii. Log files that reference date and time of failure.
 - b. Gather the last known **label design** that may have caused failure.
 - i. Often times it is not the job itself that causes the failure, but a sequence of
 events. It can be necessary to take a look at a new jobs before the event, and
 possibly jobs after.
 - ii. Associated **label data databases** may also be necessary and should be gathered
 if relevant.
 - c. In case of **SENTINEL**: Gather the **drop file** that caused failure.
 - i. Last known good drop file can also be useful in some situations.
 - d. Ticket Number for issue

6. Educate the customer on what to do during the next failure
 - a. Immediately zip up trace files, (you should consolidate them for easy zip and explain that every minute they wait after failure increases the likelihood of bad trace/log files)
 - b. Provide customer with dropbox link or other form of getting large files to you. FTP is possible as well.
 - i. To access the FTP, download this FileZilla client: <https://filezilla-project.org/download.php>
 - ii. Then enter in the server name 67.53.168.34
 1. Username is: "Teklynx FTP"
 2. Password is "Teklynx#32"
7. Replicate Issue for testing and test it
 - a. Install to VM or use existing that matches product version.
 - i. Restore configuration files/Restore databases/Send same drop file in SENTINEL etc.
8. Generate write-up for escalation (The write-up should provide all of the information necessary for someone else to pick-up and review/recreate the issue. Any information left out can cause unnecessary delays to the overall troubleshooting process.)
 - a. Package all trace files/configuration files/example files, etc.
 - i. Version Number
 - b. Steps to Reproduce
 - c. Expected Results
 - d. Actual Results
 - e. Additional Notes and Information
 - f. Ticket Number

CHECKLIST

- Trace Files
- Configuration Files/Databases
- Last Known Failure Label/Drop/Job
- Capture Time of Event and Relevant Information
- Educate Customer
- Replicate
- Write-Up
- Deliver Resolution/Next Step
- Repeat Until Resolved