

Technical Note

Troubleshooting with the Application Report Utility

In the event of a problem where Technical Support is involved, the staff generally requests an Application Report to assist in the troubleshooting process.

The Application Reporting Tool is a technical support utility installed with KEPServerEX® that automates the process of gathering and archiving data for troubleshooting or identifying system issues. With the exception of identifying hardware and gathering general operating system information, the Application Reporting Tool only collects file and registry information that directly pertains to related applications. After report generation, the entire report archive is stored in a user-specified location and may be reviewed before sending to technical support.

The Application Report tool can be found under:

Start Menu | Programs | Kepware | KEPServerEX 6 | Utilities

1. Click the shortcut to run the Application Report utility.
 - In Version 6.1 or higher, use BASIC mode to generate the report file. This should keep the file size below 20 MB.
 - Unless specifically requested by Technical Support, there is no need to create a report through ADVANCED mode.
 2. Create a compressed (ZIP) file of the report. The Application Report creates the output folder. Include this entire folder and any additional files (such as a Wireshark trace) in the same zip file.
 3. Rename the zipped file to include the Technical Support ticket number.
 4. Provide the files as requested by the Technical Support representative.
- *For more information about the Application Reporting Tool, consult the help file at: http://www.kepware.com/Support_Center/SupportDocuments/Help/applicationreport.pdf*