

INTECRIO: How to collect data for troubleshooting



Question

- How to collect log files from Messages and Build System tabs
- How to provide data to ETAS support for analysis of an INTECRIO issue?
- Which information is helpful for troubleshooting?
- How can I speed up investigations and answering of my questions?
- Does INTECRIO provide any help to investigate the behavior of the application?



Answer

Screenshots

- Take a screenshot of **entire screen** and with **highest possible resolution**
- In case there is an **error message** on the screen:
 - A screenshot is a **MUST**
 - Note **time** and **date**
- Sometimes a screenshot does not seem to be required
 - But it helps to provide an overview and orientation at the beginning
 - It may serve well as starting point of a presentation of the issue

Steps to reproduce

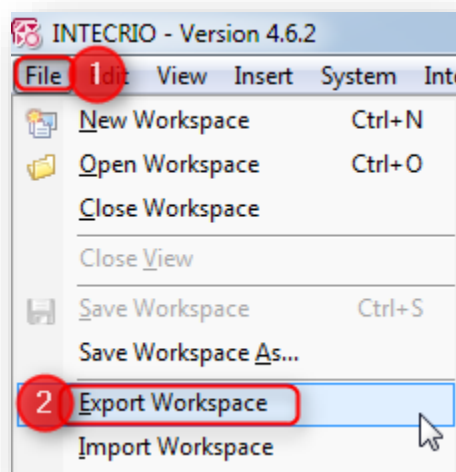
- Describe what user actions you made before the issue occurred
 - For example:
 - "In **INTECRIO** → **Menu bar** → **File** → **New Workspace**"



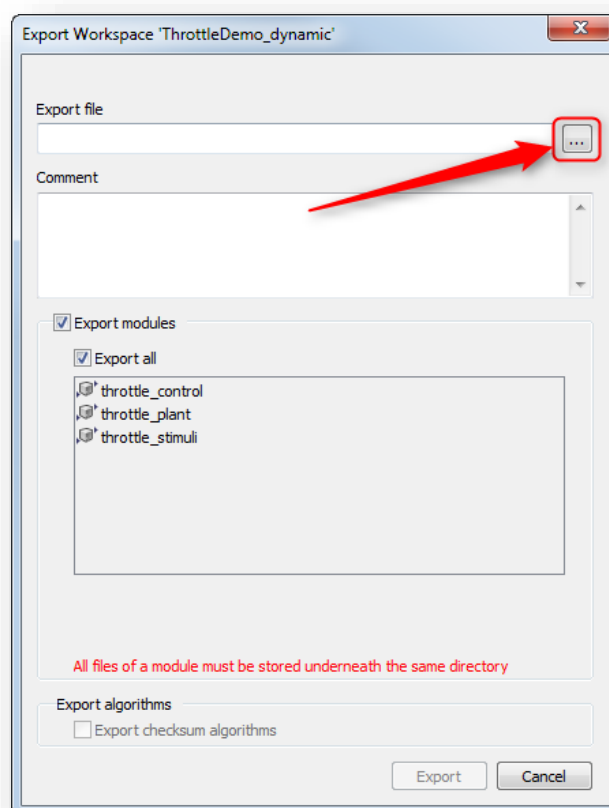
- Aim is to have a **precise** description that contains **no possibilities to misunderstand**
- Think of: providing instructions to reproduce the behavior to an **unexperienced** user
- Describe how the issue differs from behavior you expected
 - Expected result: ...
 - Received result: ...

Workspace

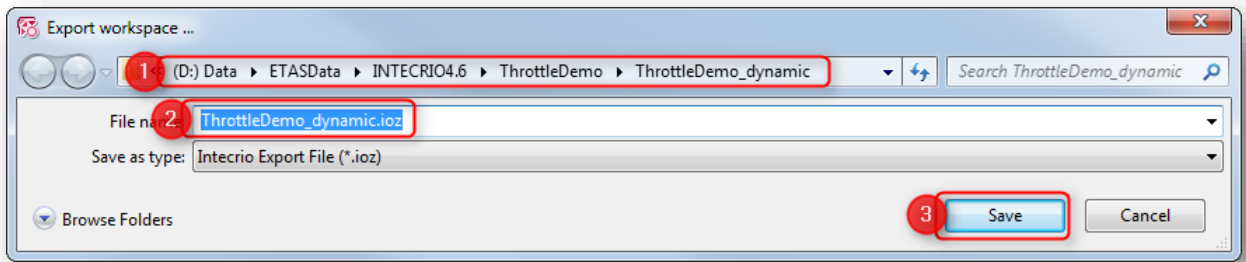
- Export your INTECRIO workspace as **.ioz** file
- The INTECRIO **workspace is extremely important** for investigations
- Having the workspace in house enables our developers to directly look at it
- This speeds up the analysis of any issue significantly
 - If for any reason you are not able to send your workspace to ETAS:
 - Perhaps you can create a simple small workspace with just the important parts that are needed to see the behavior
 - Just copy the current workspace and then cut away the unnecessary parts
- In INTECRIO → Menu bar → File → Export Workspace



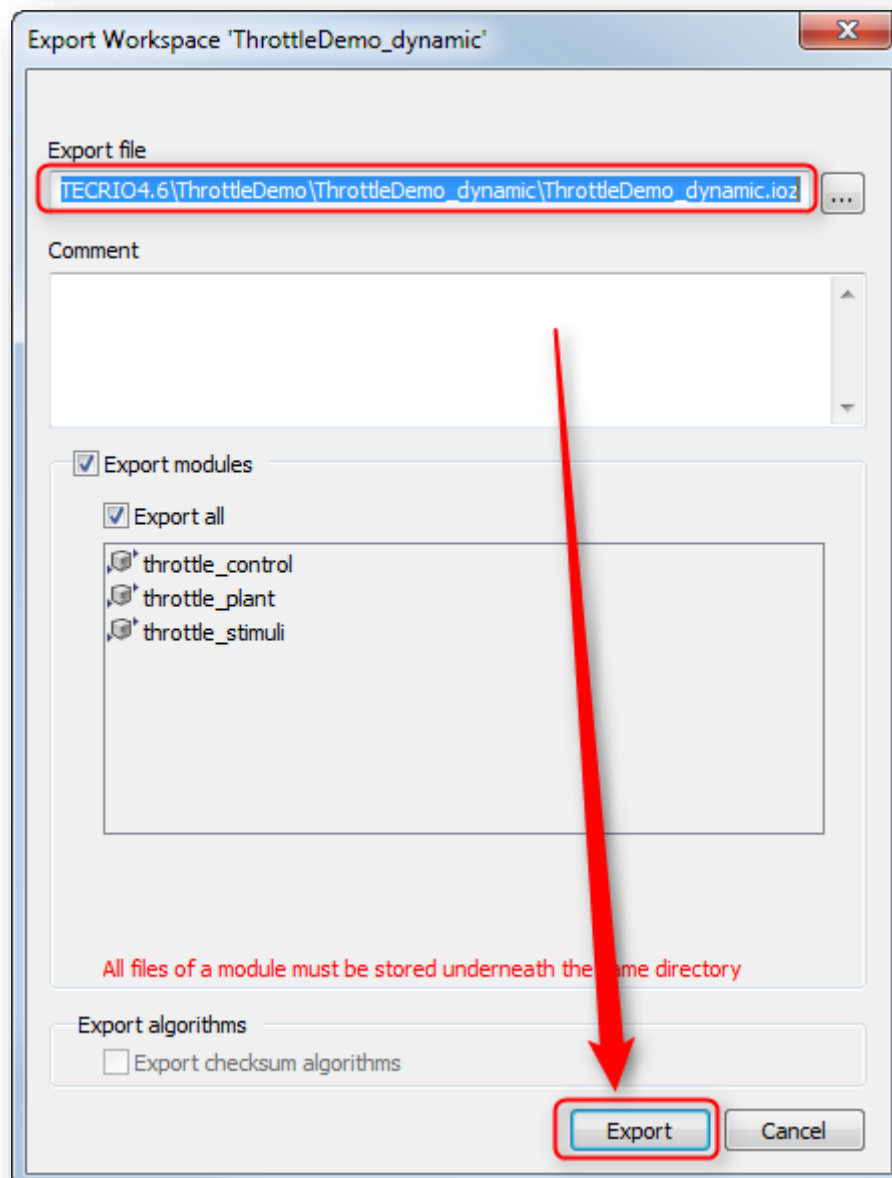
- In dialog **Export Workspace '<workspace_name>'** → Click "..." button



- In dialog **Export workspace ...** → Enter file location and name → Click **Save** button

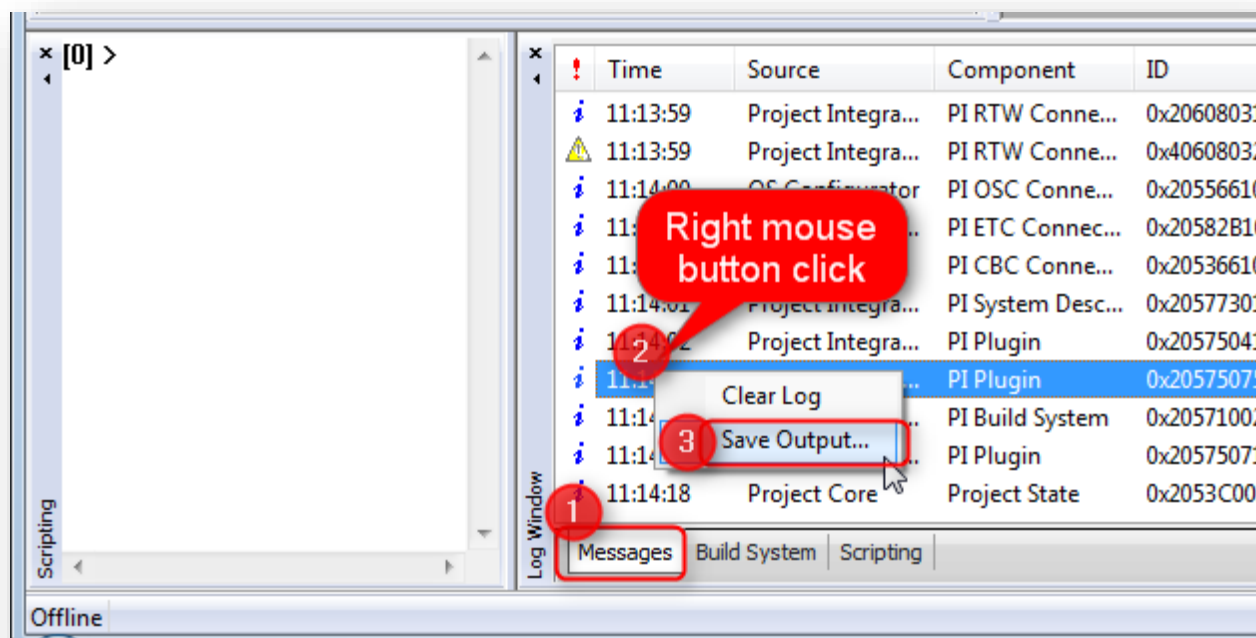


- Back in dialog **Export Workspace '<workspace_name>'** → Click **Export** button

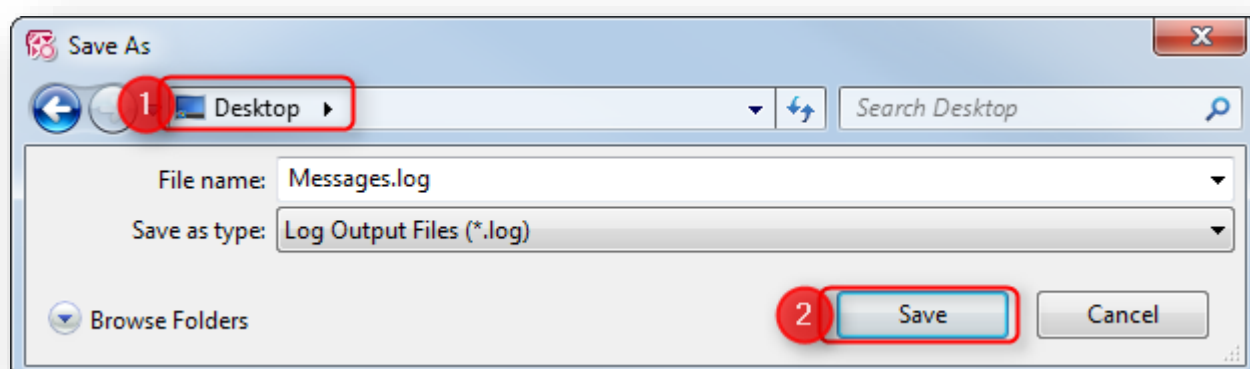


Log Window

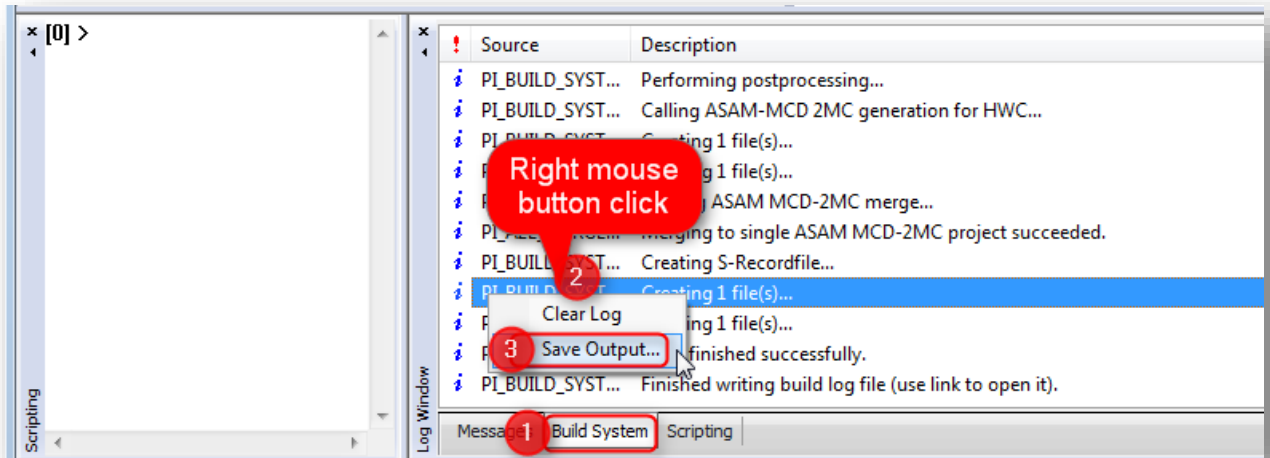
- Tab **Messages**
- In INTECRIO → **Log Window** → On tab **Messages**: Right mouse button click → **Save Output...**



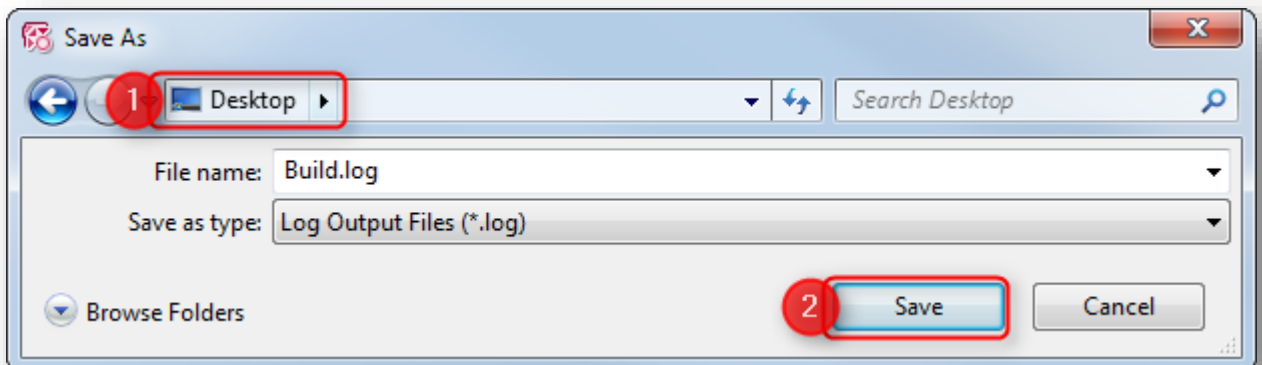
- In dialog **Save As**: Select file location → Click **Save** button



- Tab **Build System**
- In INTECRIO → **Log Window** → On tab **Build System**: Right mouse button click → **Save Output...**

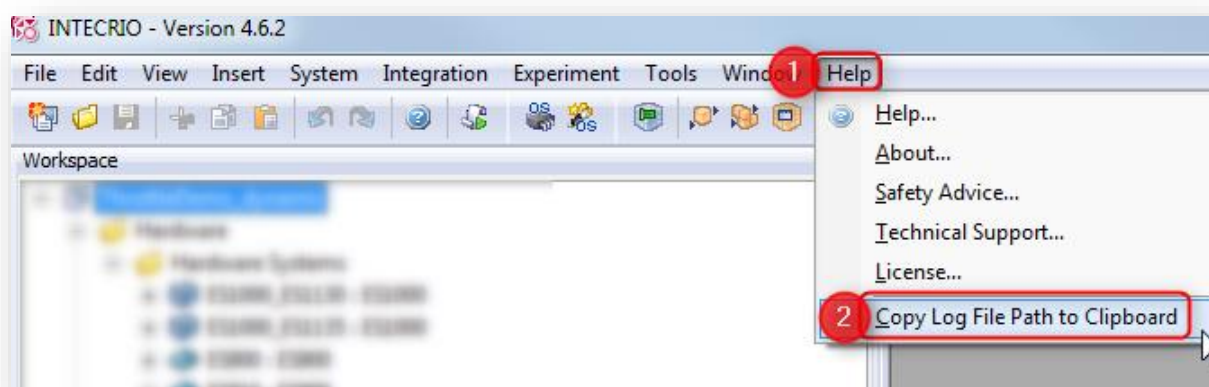


- In dialog Save As: Select file location → Click **Save** button

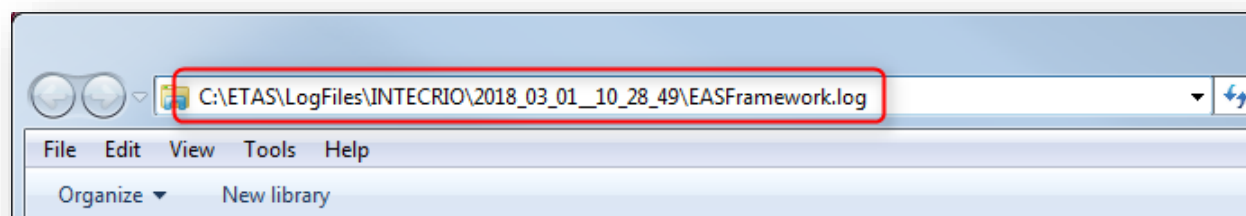


Log Files

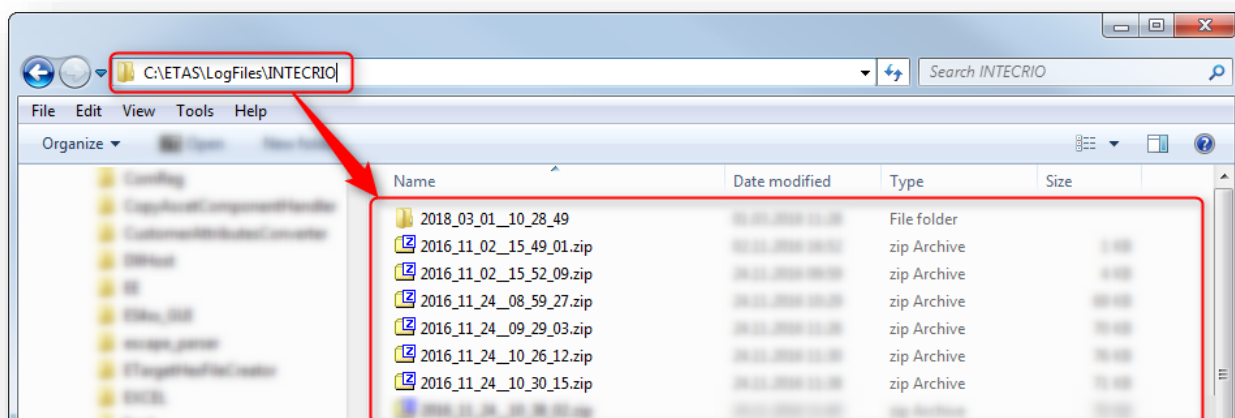
- INTECRIO writes log files and crash dumps into a specific directory
- During every start of INTECRIO:
 - A new directory is created
 - The former directory is compressed (zipped)
- Especially the crash dumps ("CrashDumps") - if there are any - are of big interest to our developers
- In addition, the log file itself contains more data than the log files that can be created inside of INTECRIO
- In order to find out at which location these files are saved:
 - In **INTECRIO** → Menu bar → **Help** → **Copy Log File Path to Clipboard**



- Example of **log file path and name**



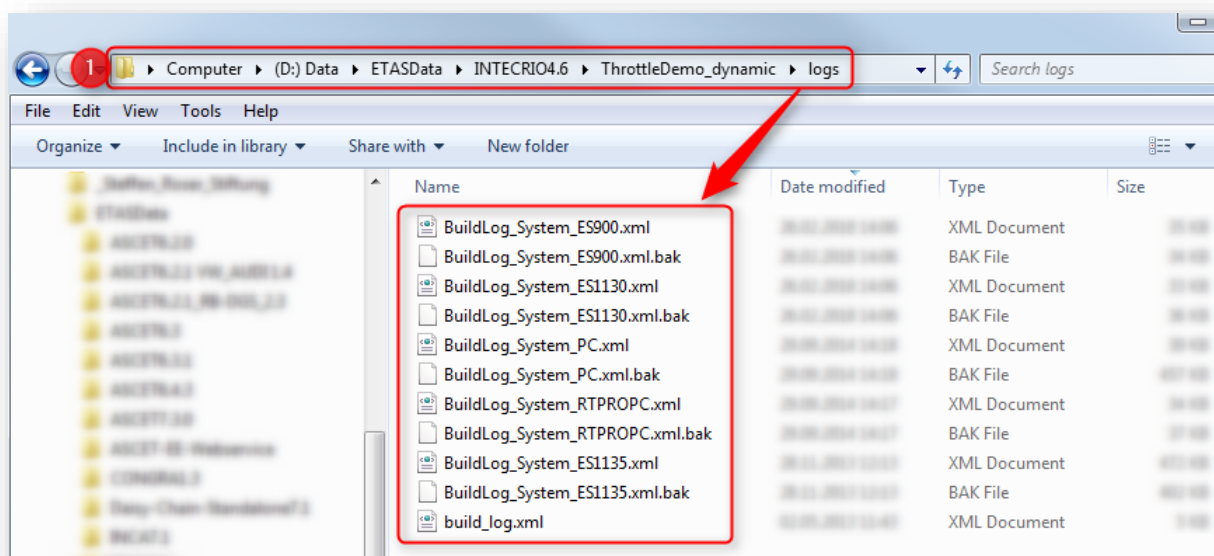
- Example of **log file directory**



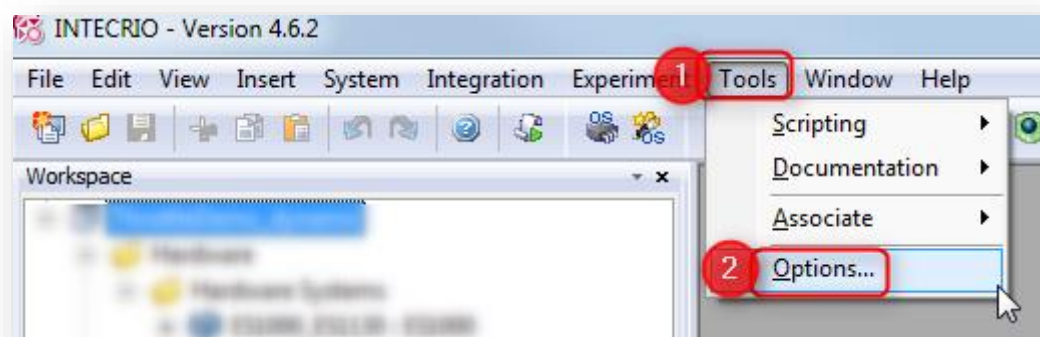
- The file name contains **date** and **time**

Further log files

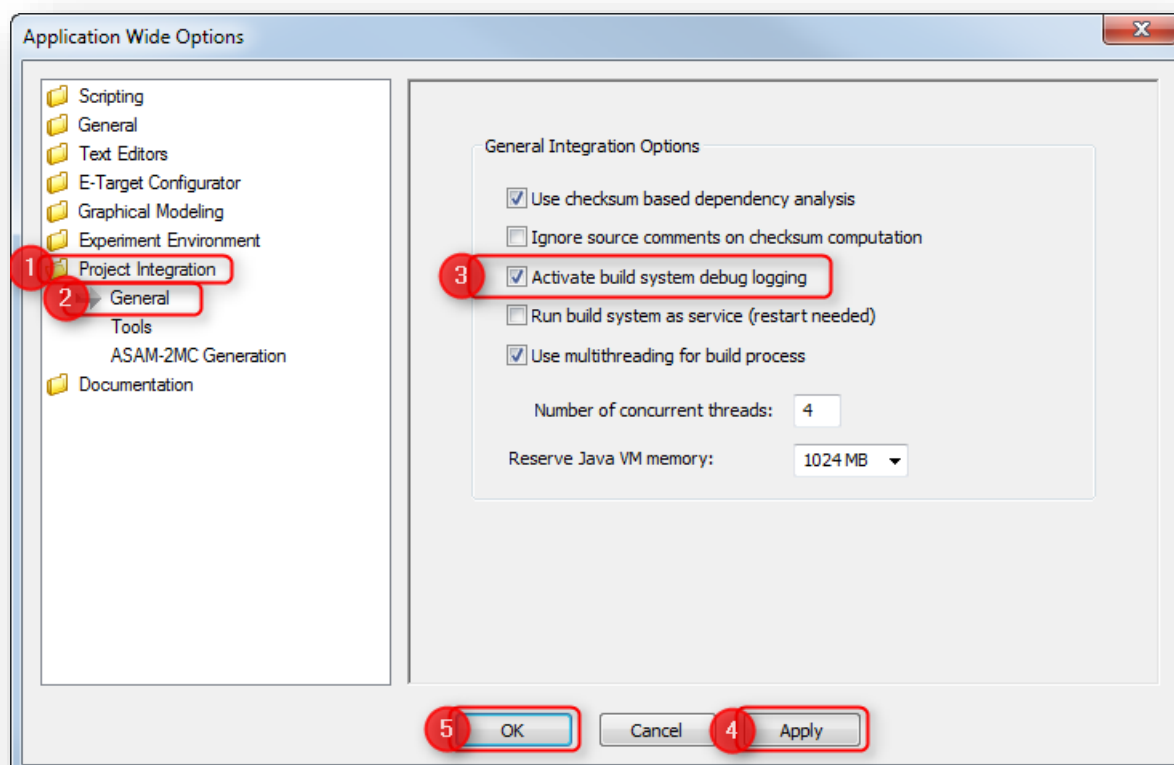
- Further log files can be found in <workspace_directory>\logs
- For example: D:\ETASData\INTECRIO4.6\ThrottleDemo_dynamic\logs



- **Build issues** (in case there are any issues during build process)
- Activate the **Debug Build Log**
 - In INTECRIO → Menu bar → **Tools** → **Options...**



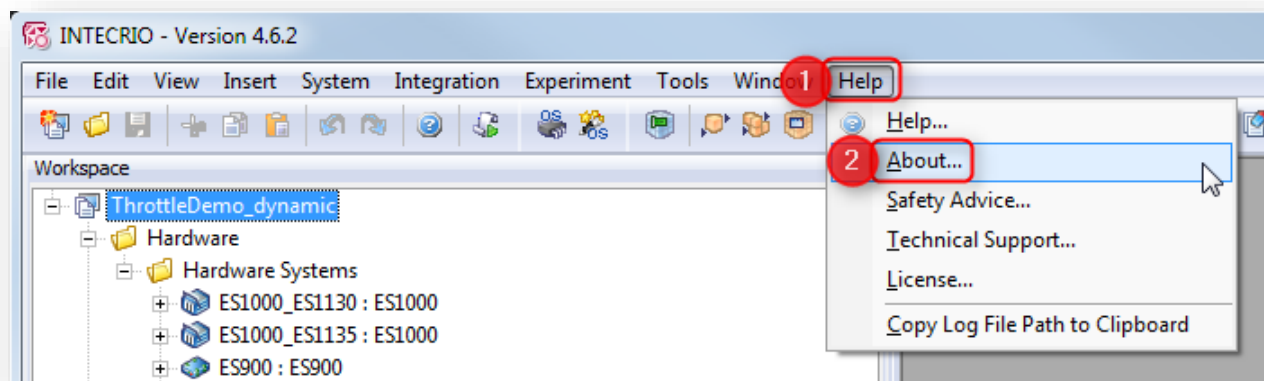
- In dialog **Application Wide Options** → **Project Integration** → **General** → **Activate build system debug logging** → Click **Apply** button → Click **OK** button



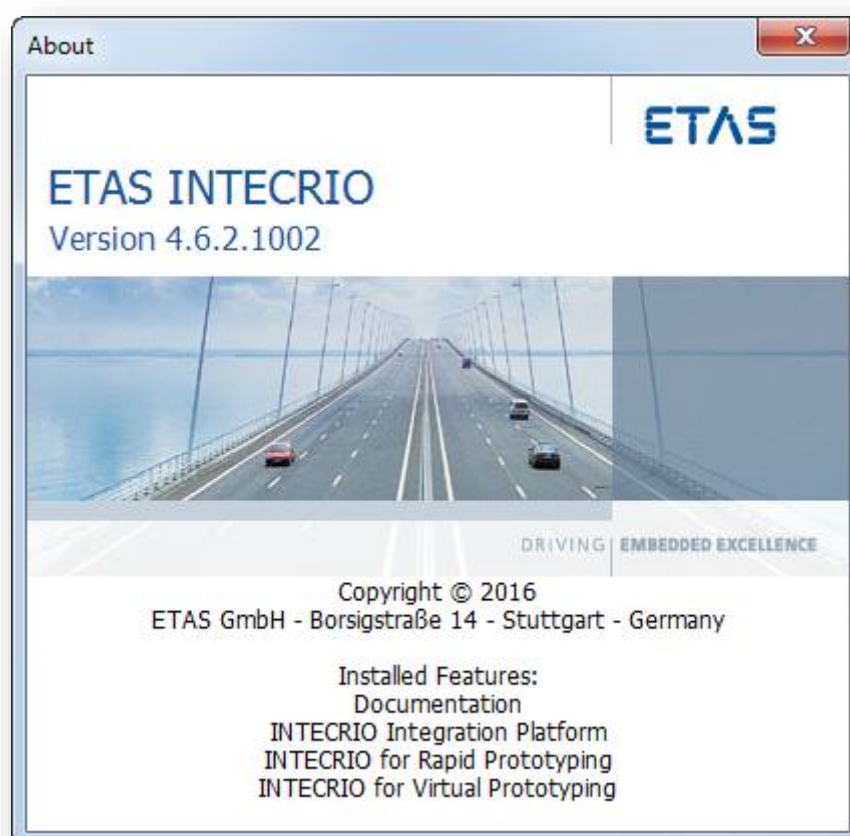
- With this setting activated more information is written to the log files
- The log file at `\logs\BuildLog_System_<any_number>.xml` contains more information for analysis
- In addition, this information may help the user to solve any issues on her own
- There is another log file at: `\cgen\pi\system\build.log`
- Only this log file contains the logging information in correct chronological order

Exact product version

- In INTECRIO → Menu bar → **Help** → **About...**



- In **About** dialog: Take a screenshot



- This is very important information since it includes not only the exact version number but also which additional software modules are installed

Troubleshooting

- "Google the error message"
- Send all collected information to ETAS support
- Find the mail address on the ETAS homepage: <https://www.etas.com/de/hotlines.php>



Do you still have questions?

- You will find **further FAQ articles** on the ETAS homepage: www.etas.com/en/faq
- **Movies** corresponding to FAQ articles can be found on the [ETAS YouTube channel](#)
- Please feel free to contact our Support Center, if you have further questions.
- Here you can find all information: <http://www.etas.com/en/hotlines.php>
- Direct URL of this FAQ article:
https://www.etas.com/download-center-files/products_INTECRIO_Software_Products/faq_595301370_en_intecrio_how_to_collect_data_for_troubleshooting.pdf

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