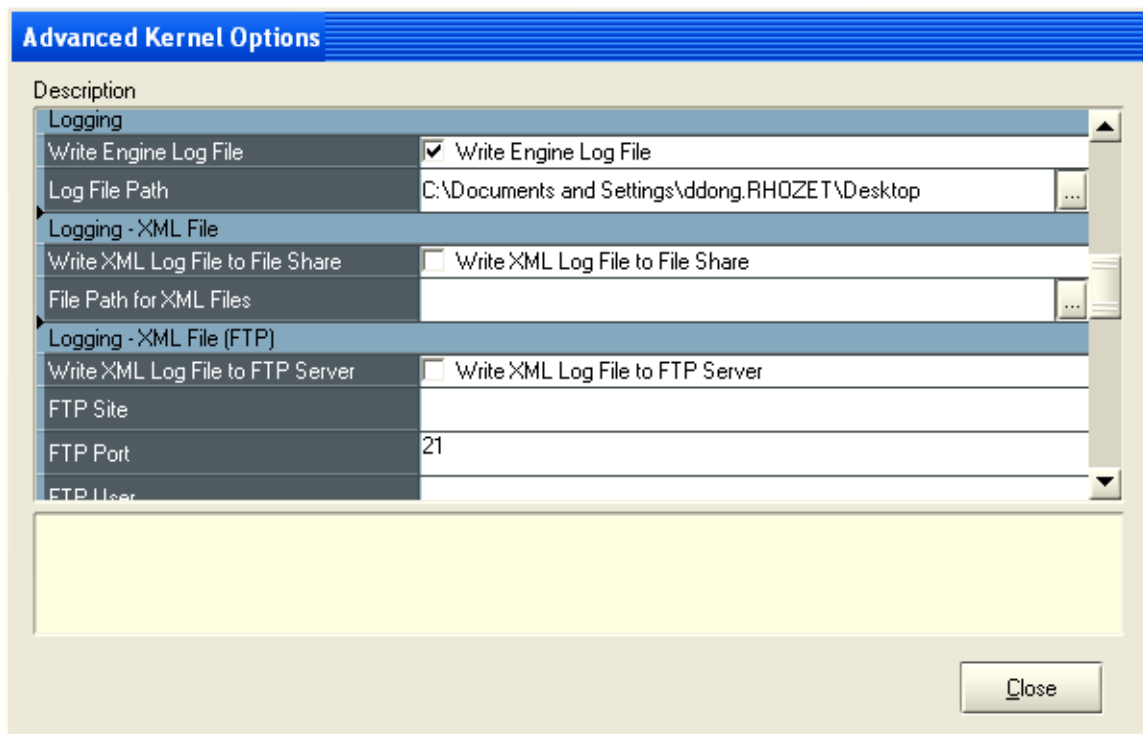
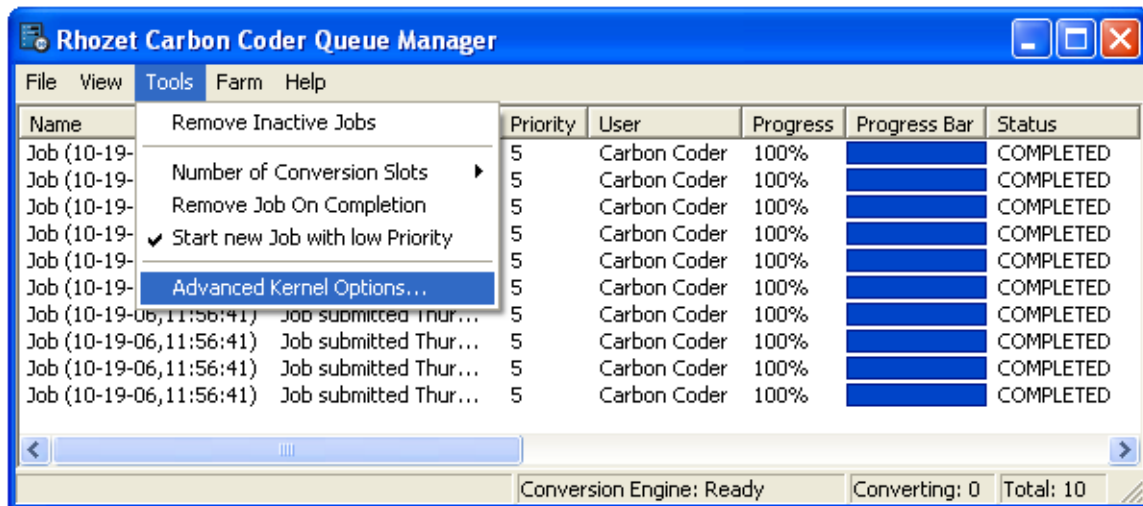


Rhozet Carbon - Enabling Logging Output

Sometimes errors may show up that are hard to identify from the user interface. In cases like this it is useful to enable logging, so that you can inspect details and contextual information regarding errors. In cases where you are working with Rhozet support, it is also useful to create log files that you can email to us.

Perform the following steps to enable logging:

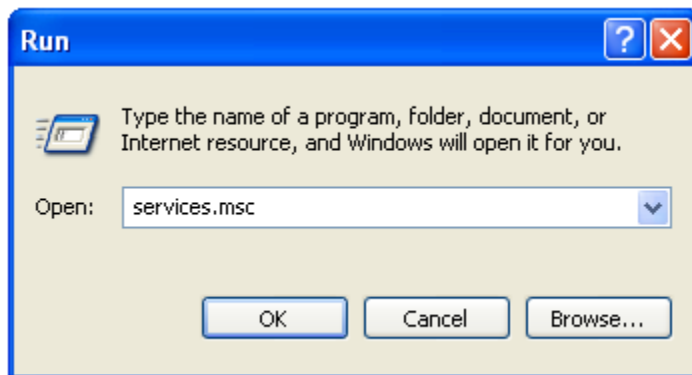
1. Start the Job Queue Manager application.
2. In the "Tools>Advanced Kernel Options..." menu, check the "Write Engine Log File" box.



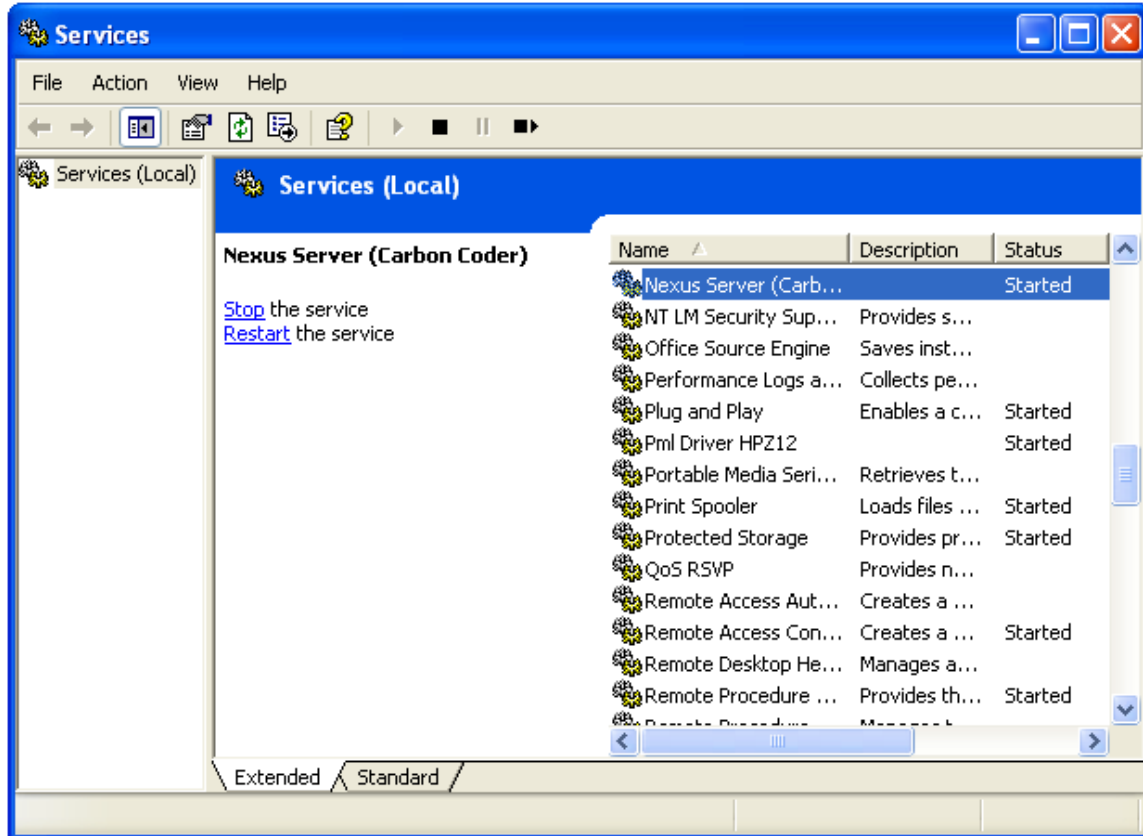
3. Change the "Log File Path" option to your Desktop so that log files will be easy to find.
4. Close the dialog and close the Job Queue Manager app. Close all other Rhonet applications that might be running.
5. In the systray, right-click the Job Manager icon and select the "Exit Queue Manager" option.



6. Open the services console (select "Start" then "Run," enter "services.msc" and click 'OK' to open the Windows Services console).



7. Find the "Nexus Server" and select it.
8. Click on the "Stop the service" link in the top left of the window.



9. Wait a few seconds after the service has stopped, then click the "Start the service" link.

Give it a minute or so, and now try reproducing the error. If you are still seeing the error, open up the log files that have been written to the desktop. You may also describe your error and send us the two log files if you need support.