



PageMate Debug Logging

During normal operation, PageMate log files provide a chronological record of errors and exception conditions detected by PageMate software. When notice of an error or exception condition is displayed via the PageMate GUI, more detailed information about the condition or event can usually be found in a PageMate log file. PageMate log files can be found in the logs subdirectory (under the PageMate root directory on a PageMate Server or Client system) and in user home directories (on a PageMate Client system).

For purposes of configuration or performance analysis, debugging and problem resolution, the software can also be directed to write to log files a detailed history of everything that it does, together with all data sent to or received from paging networks and services. These detailed log files can be analyzed by PageMate Technical Support personnel to help you analyze performance or resolve operational problems. The caveat that you need to know here is that debug logging slows down everything that PageMate does, so it will be useful for performance analysis only to the extent that it can reveal more about your configuration, what resources are (or are not) being used, what options are enabled, and what problem conditions, if any, exist. When debug logging is enabled, you should expect performance in the sense of messages processed per minute to be slower than it is when logging is not enabled.

If you are having a problem that is predictable or repeatable, or if you just want to collect data for performance analysis, and, in either case, you would like assistance from Systemetrics to further your research, the first step is usually to collect a detailed history of program operation during normal operation or (in the case of problem analysis) when the target problem or condition occurs. The second step is to contact PageMate Technical Support and provide a

description of the observable characteristics on your system, together with ALL PageMate log files.

You can enable detailed debug logging by setting the value of the DEBUG key in the Systemetrics\PageMate Registry hive to TRUE.

On 32-bit Windows systems, DEBUG is found in HKLM\SOFTWARE\Systemetrics\PageMate.

On 64-bit systems, DEBUG is in HKLM\SOFTWARE\Wow6432Node\Systemetrics\PageMate.

The procedure for generating detailed log files for use in debugging and problem resolution is as follows:

1. Shut down PageMate Server software and close any PageMate Client windows or dialogs that may be open on your computer.
2. If you are collecting logs or analyzing a problem on a PageMate Client system, delete pagemate.log, if it exists, in your client user home (default) directory. On a PageMate Server, delete all files in the PageMate\Logs directory.
3. Enable PageMate debug logging by setting the value of the DEBUG Registry key (as described above) to TRUE.
4. Start the PageMate Server service. If you are collecting data for purposes of problem analysis, you should next do whatever you do (or know to do) to cause the problem or exception condition to occur.
5. Unless you are investigating or trying to resolve a problem with the operation of PageMate Administrator, we suggest that you do not run PageMate Administrator while you are conducting tests and collecting log files. In particular, we suggest that you should not try to watch or monitor the operation of the PageMate message queue while you are conducting tests, as this will slow down operation of the queue and may interfere with recording of information in log files.
6. For purposes of problem analysis, wait at least one minute or until you are sure that the problem or exception condition has occurred and the software is finished trying to send the message or do whatever it should be doing. If you are collecting data for performance or configuration analysis,

simply let the software run as you do whatever you normally do to make use of PageMate for whatever period of time you want to collect data. Then shut down the PageMate Server service and reset the value of the DEBUG Registry key to FALSE.

7. If there is a pagemate.log file in your client home (default) directory, copy or move it to the PageMate logs directory on the Server. Then make a Zip archive of the PageMate logs directory.
8. Send the archive as an attachment to an e-mail message to support@pagemate.com. In the body of your e-mail message, explain what happened or what you believe to be the problem. Please do not send log files or excerpts from log files in the body of your e-mail message. Screen shots are sometimes (but rarely) useful, and we do not need a copy of your Registry. What we DO need is ALL of the complete and original files from the PageMate Logs directory on your PageMate Server packed in a Zip archive.

When requesting technical assistance from Systemetrics, please include your name, company name and contact information, together with your PageMate software license number, in the body of your e-mail request. If you call for technical assistance via telephone, please have this information available. PageMate software license numbers are 8-character strings composed of 2 alphabetic and 6 numeric characters (*e.g.*, AB123456).

If you need help with any of the instructions or procedures outlined above for generating debug logs, please contact PageMate Technical Support by telephone at (1) 617-868-8308 or by e-mail to support@pagemate.com.

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