How to collect log files from interpreterQ

interpreterQ

Reliable interaction.

televic education

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1.1   About

When an issue occurs during the use of interpreterQ, it may be useful to gather log files of the system about the moment when the issue occurred. Those logfiles may be very useful for diagnosing the cause of the issue.

1.2   Log levels

First of all it is good to know that the software supports different log levels.

During normal use, only errors will be logged to file.

However, in order to troubleshoot a reported issue it is in most cases necessary to gather more detailed information about the activities going on in the system when the issue occurs. Therefore, in case a certain issue can be reproduced, it is advised to first activate "extensive logging", then reproduce the issue and collect the extended logfiles for further analysis by Televic. After the issue has been resolved, it is good to switch off the "extensive logging" option again in order to avoid an excessive amount of log info on the PCs.

1.3   Activating extensive logging

Click the "Settings" menu item in ICC and enter the administrator password, which was provided to you during installation.
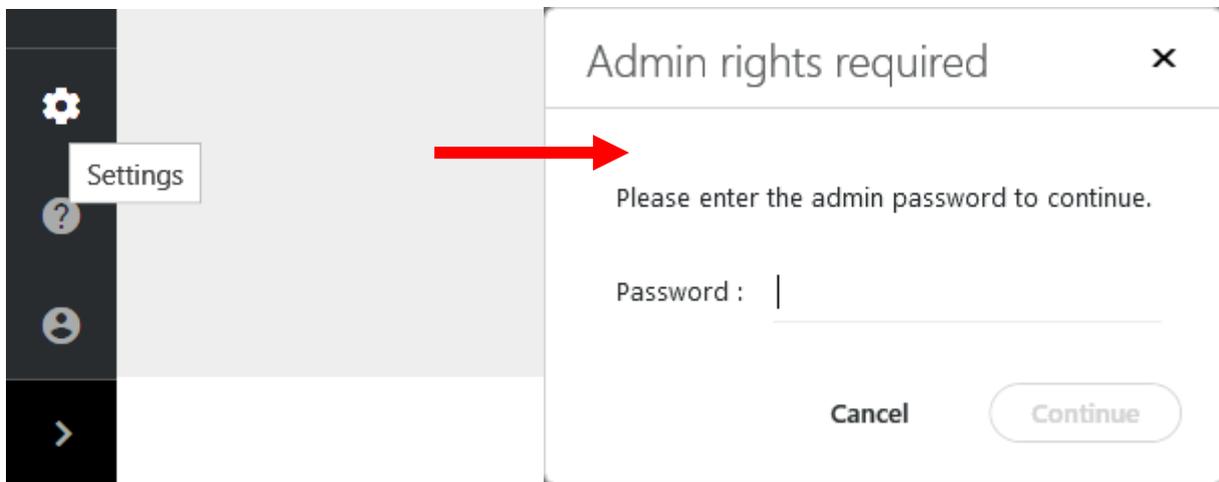
The interpreterQ configuration tool will open. Click the "Logging" topic in the "interpreterQ settings" menu bar:
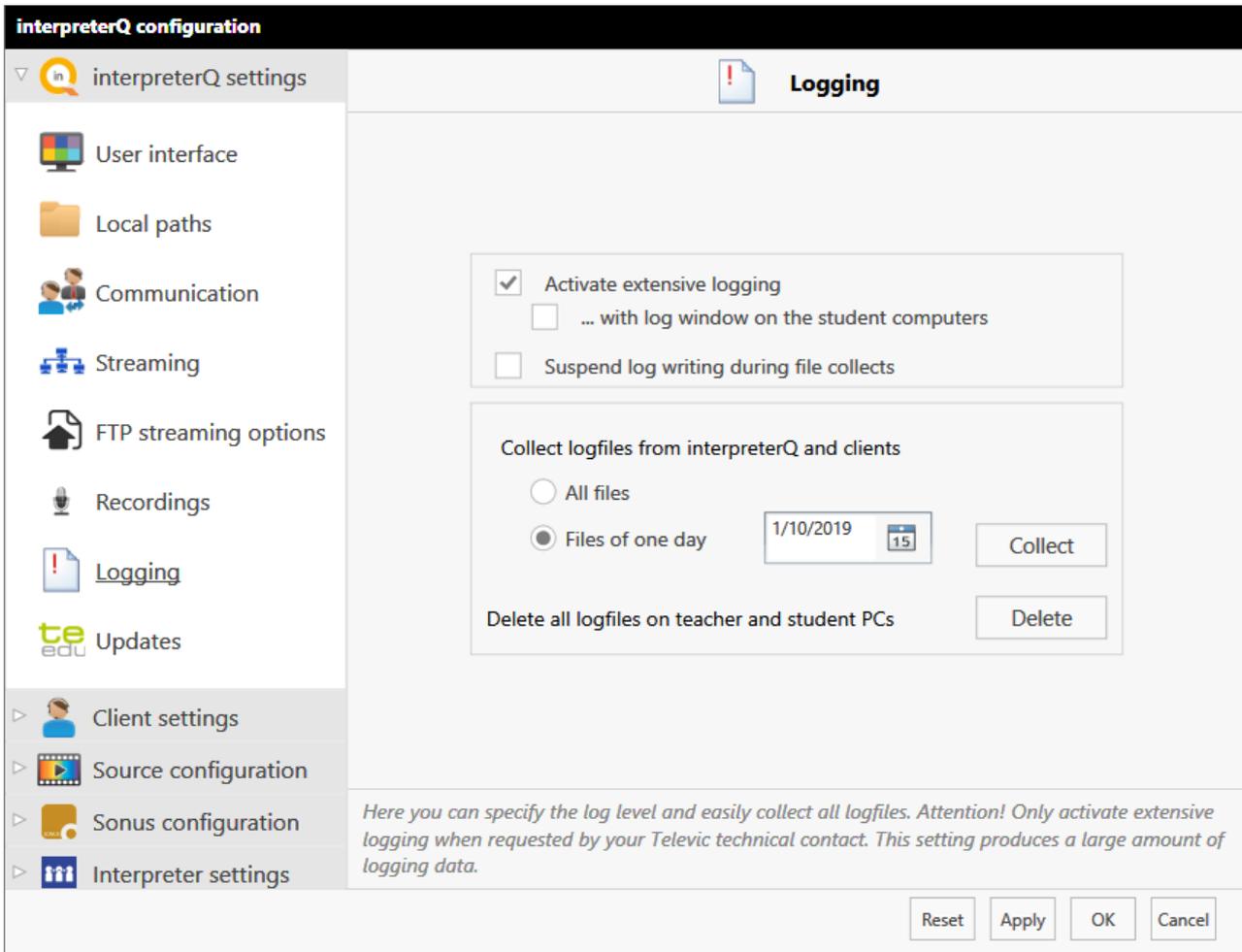

The "extensive logging" option can be activated here. Optionally you can also specify to suspend log writing during file collects. This will ensure that file collects are not slowed down by the extensive harddisk access of the logging service.

Logging "with log window on the student computers" is an option which should NOT be enabled. This is a specific diagnostic setting which can be used by Televic personnel during on-site test sessions.

1.4   Collecting log files

The same configuration page allows you to collect the log files from all computers. Before doing so, make sure that all booth PCs are up and running, and connected to the Interpreter Control Center.

Hint: as an administrator you can remotely log in on the booth PCs in order to establish a connection with Interpreter Control Center:
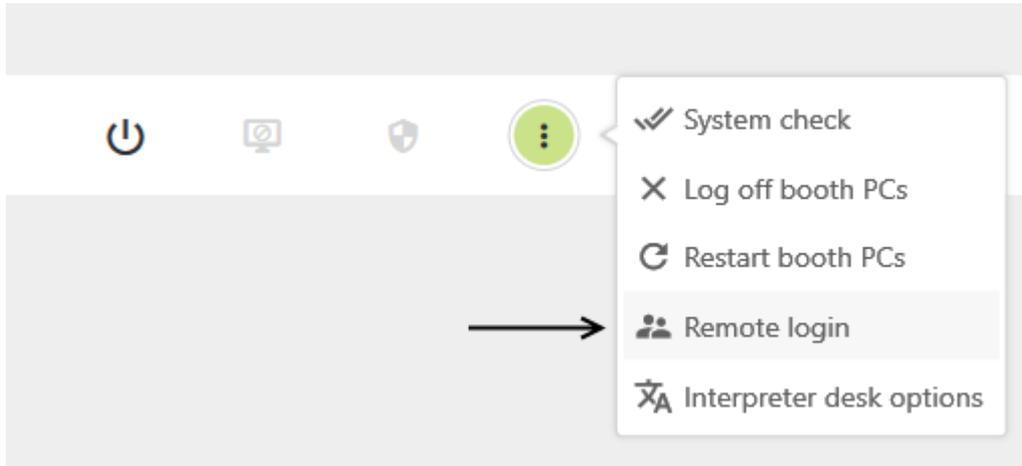
In the logging configuration page, select the day for which you want to collect the log and click "Collect". All logfiles will be collected from the booth PCs, and will be stored in a single zip file, along with the ICC log files. Send this zip file to Televic for further analysis. Please do not rename or modify the zip file, in order to keep it compatible with the used analysis tools.