Application Report Help

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Application Report Help

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Overview

The Application Report is a utility that gathers information that may be helpful to users when troubleshooting or identifying issues. For example, remote OPC DA communication uses Distributed Component Object Model (DCOM) and changed significantly with the release of Windows XP Service Pack 2. The Application Report can identify the operating system, which will help users assess the issue and develop a plan for resolving it.

With the exception of identifying the operating system, the Application Report will only gather file and registry information that pertains to the server application. This information can be reviewed by users before it is sent to Technical Support.

See Also: Accessing the Application Report
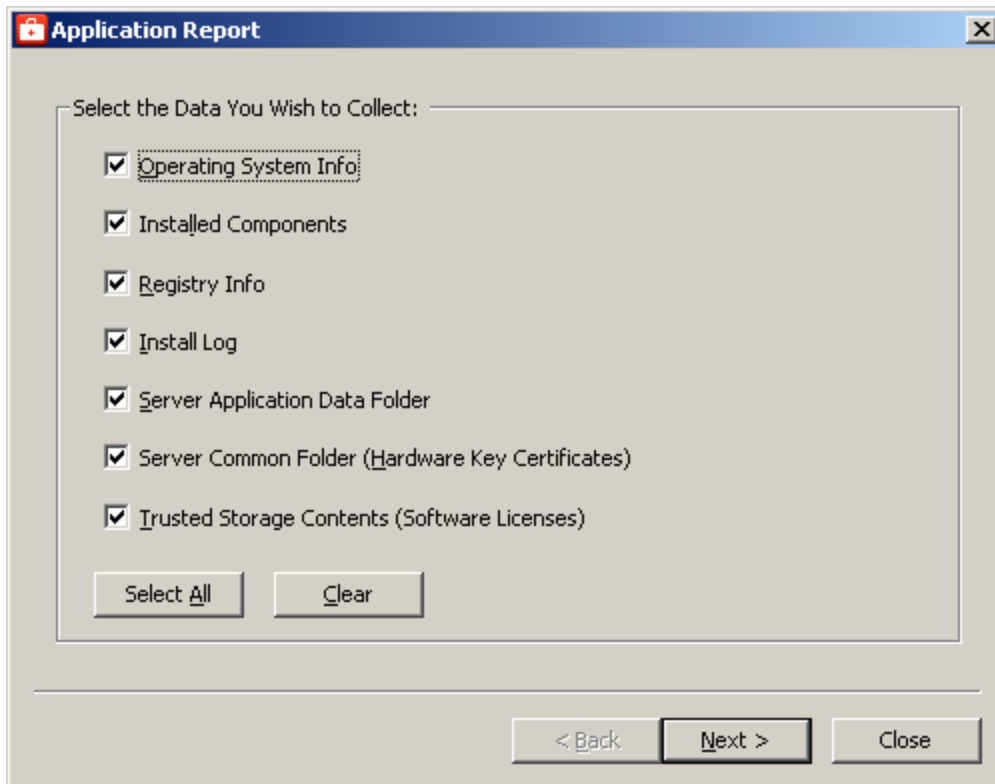
Accessing the Application Report

For more information, refer to the instructions below.

1. To start, click **Start | Programs**. Then, select **Kepware**.

2. Next, click **KEPServerEX 5 | Utilities.**

3. Select **Application Report**.

Data Selection

To select which information to include in the Application Report, simply check the corresponding checkbox.

Descriptions of the options are as follows:

- **Operating System Info:** When checked, the Application Report will gather the computer's operating system version, service pack level, language, and suite. Some additional hardware information that corresponds with the operation system (such as processor architecture, number of processors, and virtualization type) will also be recorded. This information will be presented in the "Summary.txt" file when the report completes.

- **Installed Components:** When checked, the Application Report will compile a list of the libraries and executables that are present in the install directory. Each file's version number will be included in the list. This information will be presented in the "Summary.txt" file when the report completes.

- **Registry Info:** When checked, the Application Report will gather registry keys and values that pertain to the server application. These values include the following:

  - User settings for the server's components.
  - Any custom entries that exist for the drivers and plug-ins.
  - A feature list of the installed drivers and plug-ins.
  - Install information.
  - COM registration information.

  Note: This information will be presented in the "Summary.txt" file when the report completes.

- **Install Log:** A log file is generated during a new installation, modification, or repair operation and is then copied into the server's program file directory. When checked, this option will retrieve the log file from the directory and copy it into the output folder that is created when the report completes.

  Note: The Application Report utility can be used to manually archive the Install Log, which is overwritten during every operation.
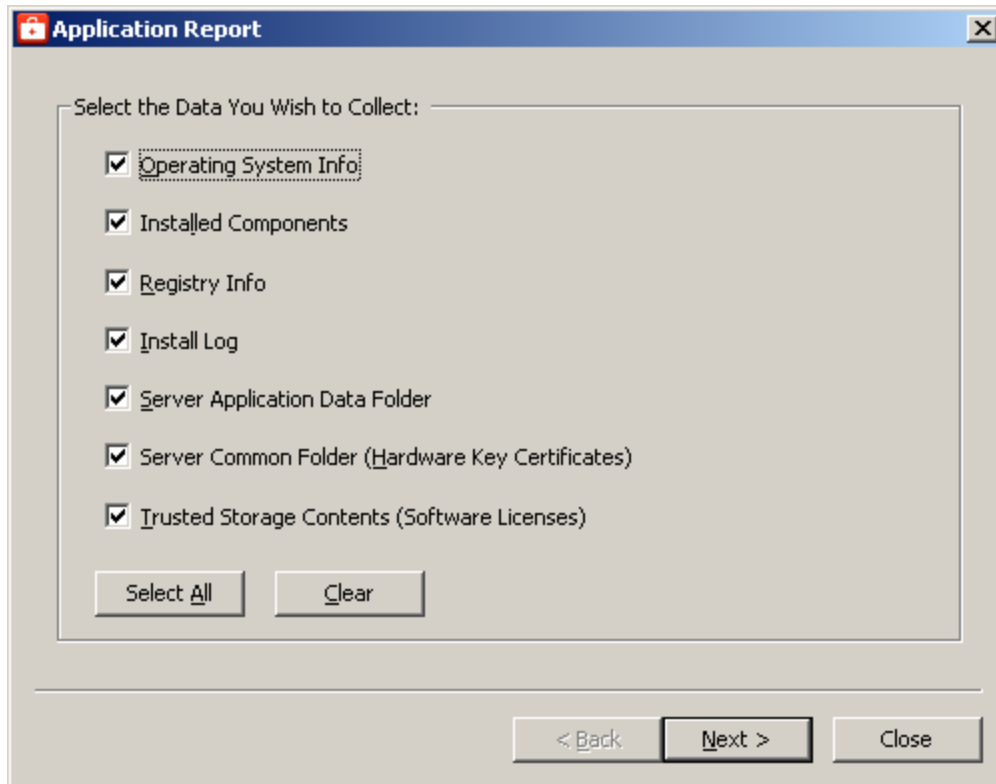
- **Server Application Data Folder:** When checked, the Application Report will copy the entire common application folder (except for Project Backups) into the output folder that will be created when the report completes. The common application folder contains OPC UA certificates, OPC Xi configuration files, encrypted user information, the Runtime project, Administration settings, and the server Event Log.

- **Server Common Folder (Hardware Key Certificates):** When checked, the Application Report will copy the contents of the folder that is used to store the Hardware Key Certificates. The certificates will be copied to the output folder that is created when the report completes.
- **Trusted Storage Contents (Software Licenses):** Software licenses are created and stored in an area on the computer's hard drive called "Trusted Storage". When checked, the Application Report will export the contents of this folder to a text file called "TrustedStorageDiagnostics" and will save it to the output folder that is created when the report completes.

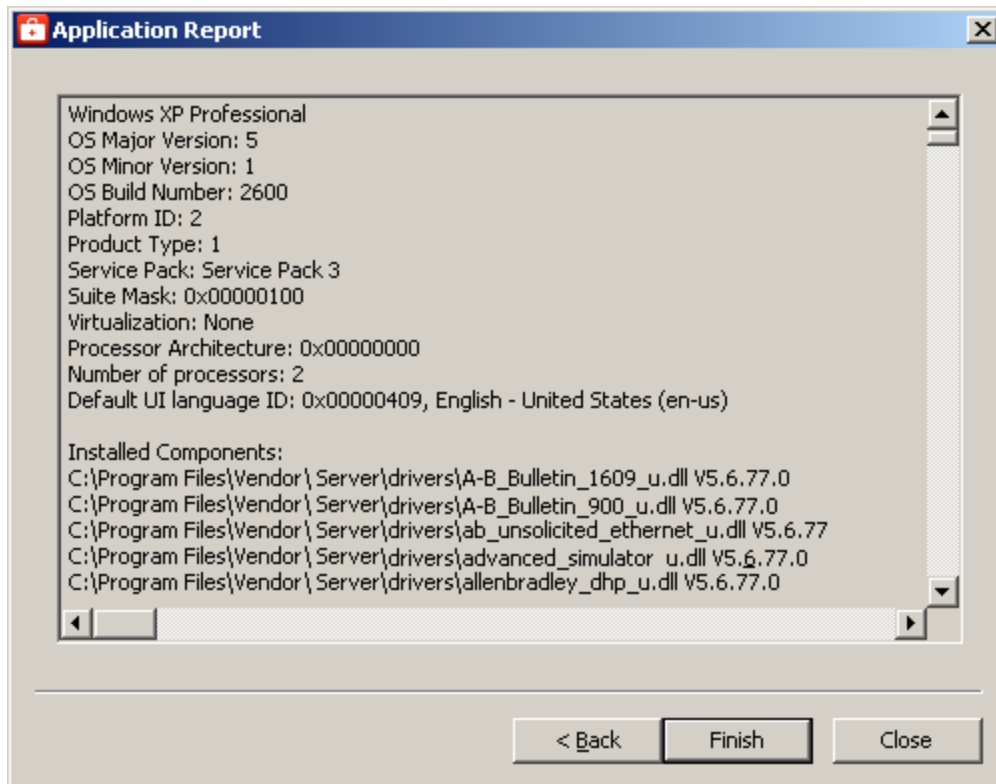## Generating an Application Report

For more information, refer to the instructions below.

1. To start, open the **Application Report** utility.

2. Next, use the check boxes to specify the data that will be collected. For more information on the options, refer to **Data Selection**.

3. Once finished, click **Next**.

4. The Application Report will generate a preview of the collected data. Once reviewed, click **Finish**.

5. Next, select the folder in which the diagnostic files will be saved.

6. Then, click **OK**.

Note: At this point, users can locate the compiled information in the folder in which it was created.

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