

How do I inform the Drivve support in the case of errors? (Drivve | DM V9 and lower)

Knowledge base article #6132

If an error occurs in Drivve | DM, you can inform the Drivve support team about it. To do this, you have to enable the error logging function and reproduce the error. The error will be written to an error log which is saved as a file. You can log on to the Drivve support page, create a new support case and attach the error log file to the support case.

To inform the Drivve support in the case of errors, proceed as follows:

- 1. On the Drivve DM server, start the *Drivve | DM Service Controller*. You can find it either in the Drivve | DM administration folder on your desktop or in the Windows Start menu.
- 2. On the Tools menu, click Settings.

🗍 Drivve DM 9.0	740	—	\times
File Licenses To	ols		
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Service: Driv	veDM XML-Server		-
	Show all Drivve services		
Startup type: Aut	omatic		-
Port: 1234 IP: All			•
Status: Server is	running.	Þ	

3. Select the Log tab.



- 4. Click the button and save the existing log file into another folder or delete them.
- 5. Go back to the Log tab, tick the checkbox Enable debug log and click OK. In difficult cases, the trace log can additionally be activated.

₿ Settings			-		×
Drivve DM Entities Config	guration Email preferences	Active Directory LAN Settings Rebuil	d Log Cache	OCR	
XML recorder authentic	ation				
User name	Admin				
Password					
	Xml recorder				
Enable debug log				1	
Enable trace log					
Log hies folder	E:\Program Files (x86)\Drivv	e\Drivve DM\Log			
Delete log files that are	older than (hours):	720			
Delete debug log files th	hat are older than (hours):	24			
Maximum number of Xm	I-Server log files:	10 files with 10 MB each			
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			Create support.	zip file	
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05	Constal				
JN JU	Cancel				

- 6. Log on to Drivve | DM and reproduce the error.
- 7. Go back to the Service Controller.
- 8. On the **Tools** menu, click **Settings**.
- 9. Select the Log tab.
- 10. Click the button **Create support zip file**. The zip file is created and displayed in the windows explorer.

🗁 C:\Program Files\Drivve\Drivve I	DM\Log\Zip-Files			_ 🗆 🗡
<u>File Edit View Favorites T</u> ools	Help			
🕒 Back 👻 🌖 👻 🏂 🔎 Search 🧯	≫ Folders 🛛 🛄 🕶			
Address 🗁 C:\Program Files\Drivve\Drivve DM\Log\Zip-Files 🔽 🔁 G				
	Name 🔺	Size	Туре	Date Modified
File and Folder Tasks 🛛 🛠	DrivveDM_2014_07_22_09_26_41_Hotline.zip	99 KB	WinZip	22.07.2014 09:26
🛋 Rename this file				
🔊 Move this file				
Copy this file				
Publish this file to the Web				
📄 E-mail this file				
🗙 Delete this file				
Other Places ¥				
Details ¥				
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- Create a new support case by sending a mail to: <u>drivve.support.eu@lrs.com</u> (Drivve EMEA Support for partners in Europe, the Middle East and Africa) OR <u>drivve.support.us@lrs.com</u> (Drivve Support for partners in the Americas and Asia-Pacific)
- 12. Describe the error as detailed as possible. Send also the customer number and the version of Drivve DM.
- 13. The support zip file is located in the following directory:...\Drivve\Drivve DM\Log\Zip-Files You can send the Support.zip to us via the LRS Customer File Transfer Service. This link will take you to the LRS Customer File Transfer Service: Secure File Transfer There you will also find instructions how to use it.



Caution: Disable trace logging

After the support zip file has been created, disable the trace logging:

- Start the Drivve | DM Service Controller (Start > All Programs > Drivve > Drivve DM > Management > Service Controller).
- On the **Tools** menu, click Settings.
- Select the Log tab.
- Clear the checkbox Enable trace log and click OK.