



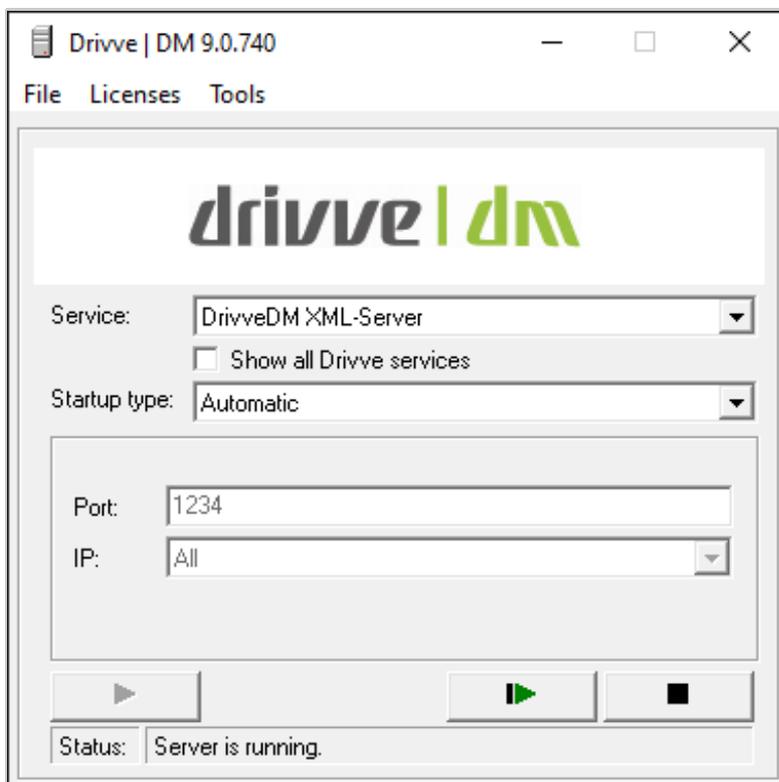
## How do I inform the Drive support in the case of errors? (Drive | DM V9 and lower)

Knowledge base article #6132

If an error occurs in Drive | DM, you can inform the Drive 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 Drive support page, create a new support case and attach the error log file to the support case.

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

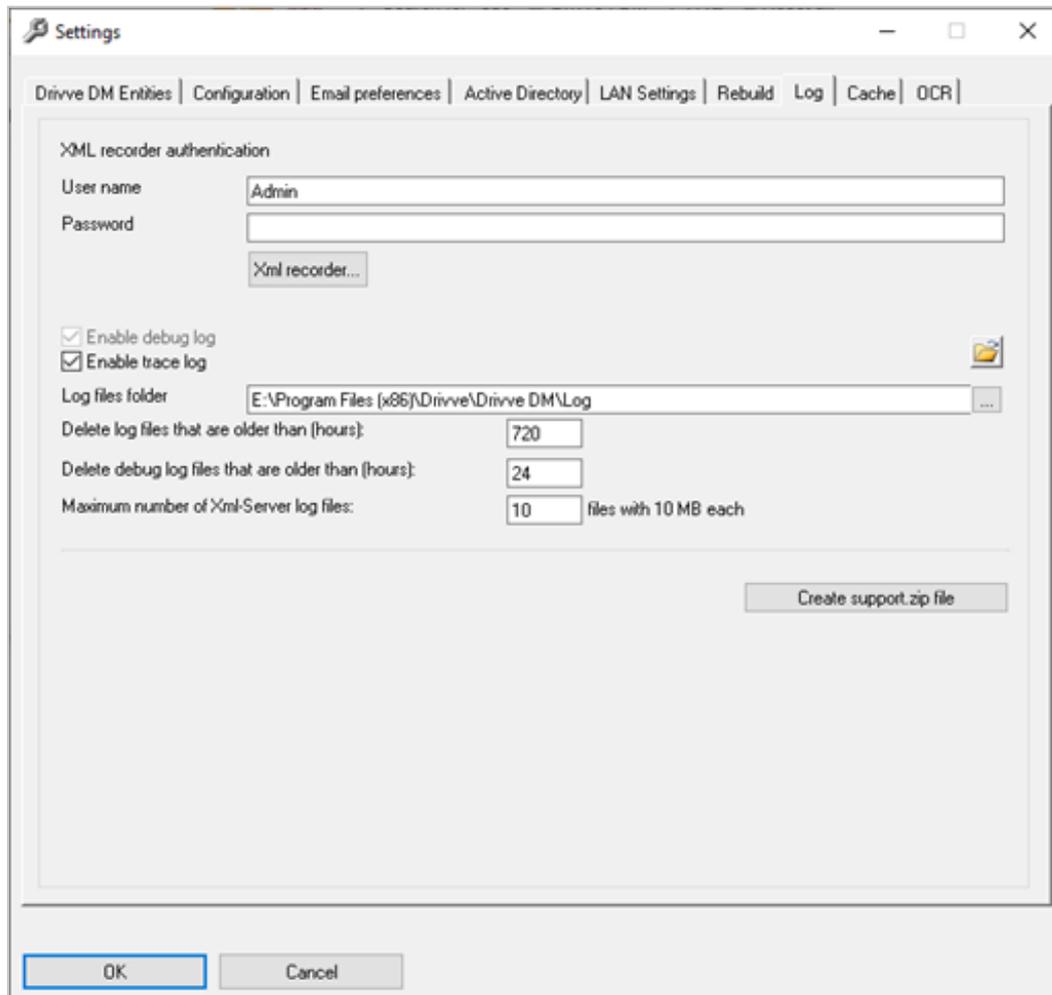
1. On the Drive DM server, start the *Drive | DM Service Controller*.  
You can find it either in the Drive | DM administration folder on your desktop or in the Windows Start menu.
2. On the **Tools** menu, click **Settings**.



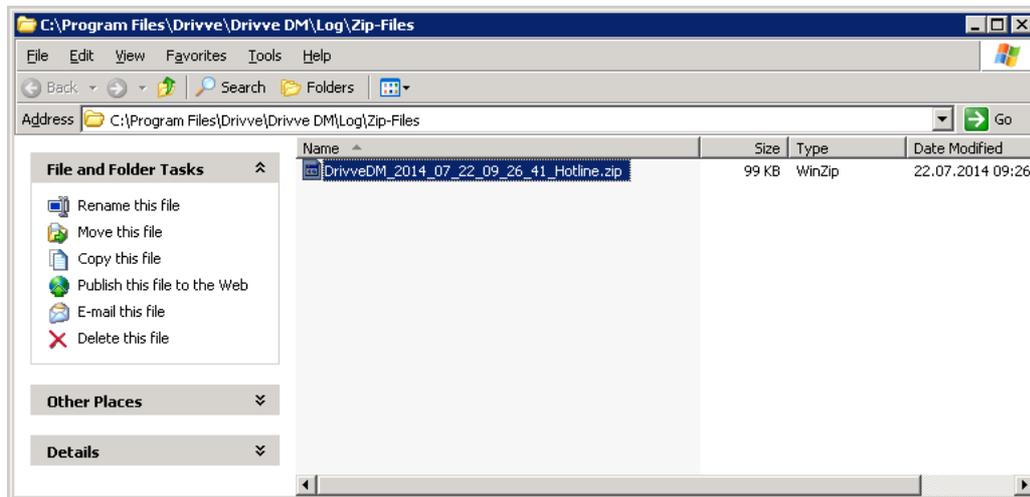
3. Select the **Log** tab.



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.



6. Log on to Drive | 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.



11. Create a new support case by sending a mail to:  
[drive.support.eu@lrs.com](mailto:drive.support.eu@lrs.com) (Drive EMEA Support for partners in Europe, the Middle East and Africa)  
OR  
[drive.support.us@lrs.com](mailto:drive.support.us@lrs.com) (Drive 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 Driveve DM.
13. The support zip file is located in the following directory: *...|Driveve|Driveve 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 Driveve | DM Service Controller (**Start > All Programs > Driveve > Driveve DM > Management > Service Controller**).
- On the **Tools** menu, click **Settings**.
- Select the **Log** tab.
- Clear the checkbox **Enable trace log** and click **OK**.