

INERA
INC

eXtyles®

User
Documentation

DEBUG MODE

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Inera Incorporated

19 Flett Road

Belmont, MA 02478

+1 617 932 1932

eXtyles-support@inera.com

www.inera.com

DEBUG MODE

On some occasions, once you've contacted eXtyles Support for technical assistance, you may be asked to turn on eXtyles's "debug mode." Turning on debug mode allows the support team to view additional information about how eXtyles is performing in your installation. It involves making a few minor edits to a configuration file as described in this appendix.

Please follow these instructions carefully and completely. If you're asked to turn on debug mode, the support team member will provide instructions and answer any related questions.

Support Team:

The instructions are provided here for reference purposes and may vary slightly from the instructions you get from the support team; if so, please follow the directions provided by the support team.

ENABLING DEBUG MODE

To turn on eXtyles debug mode, the support team will either send you a patch file with installation instructions or ask you to follow these steps:

- 1 Close Microsoft Word.
- 2 In a plain text editor such as Notepad, open the configuration file *C:\Program Files\eXtyles\XXXConfig.ice*, where XXX is the name of your organization, such as *IneraConfig.ice*.
- 3 Paste the following line at the top of your *XXXConfig.ice* configuration file:

```
TEMP DIR=$(ICEINSTALL)\TEMP
```

- 4 Find the following two lines in your *XXXConfig.ice* configuration file:

```
#OM-SHOW WINDOW=6
#OM-ARGUMENTS=-load frserver.xvc -c pcRulNum 25 -log frserver.log -a gswCO_InDebugMode -a
gswReportRules -a gswCO_DebugData -a gswCO_KeepDataLog -a gswCO_KeepDebugLog
```

(The line that starts with #OM-ARGUMENTS is a long line that's wrapping on this page but is only a single line in the configuration file.)

Delete just the pound or hash symbol from the beginning of these two lines, as follows:

```
OM-SHOW WINDOW=6
OM-ARGUMENTS=-load frserver.xvc -c pcRulNum 25 -log frserver.log -a gswCO_InDebugMode -a
gswReportRules -a gswCO_DebugData -a gswCO_KeepDataLog -a gswCO_KeepDebugLog
```

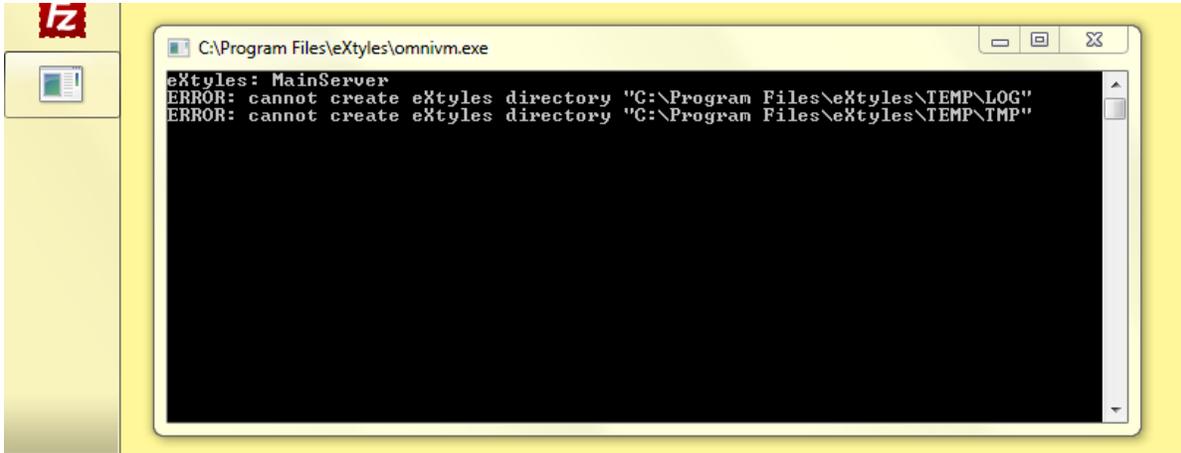
Save the file and close it. If you're editing in an application that allows you to save in different formats, such as Word, make sure to save the file as plain text (not a Word document).

- 5 Restart Microsoft Word.

You can now run eXtyles processes as usual. In debug mode, eXtyles will save log files with useful diagnostic information to a `\TEMP` directory within your eXtyles installation directory. The support team may request that you send a zipped copy of this directory or may request certain files from within this directory.

THE DEBUG MODE COMMAND WINDOW

While debug mode is enabled, you may see a small Windows “command window” that looks something like the following figure, without the “ERROR” lines:



Please don't close this window! (It's okay to minimize it.) If you do close it by accident, you'll need to restart Word for debug mode to be enabled.

Ideally, the command window will not show errors as in the previous figure. If you see “ERROR” lines such as in the figure in your command window, please inform your eXtyles technical support contact.