

# Log for support - ALOGSUP

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Sage



# Introduction

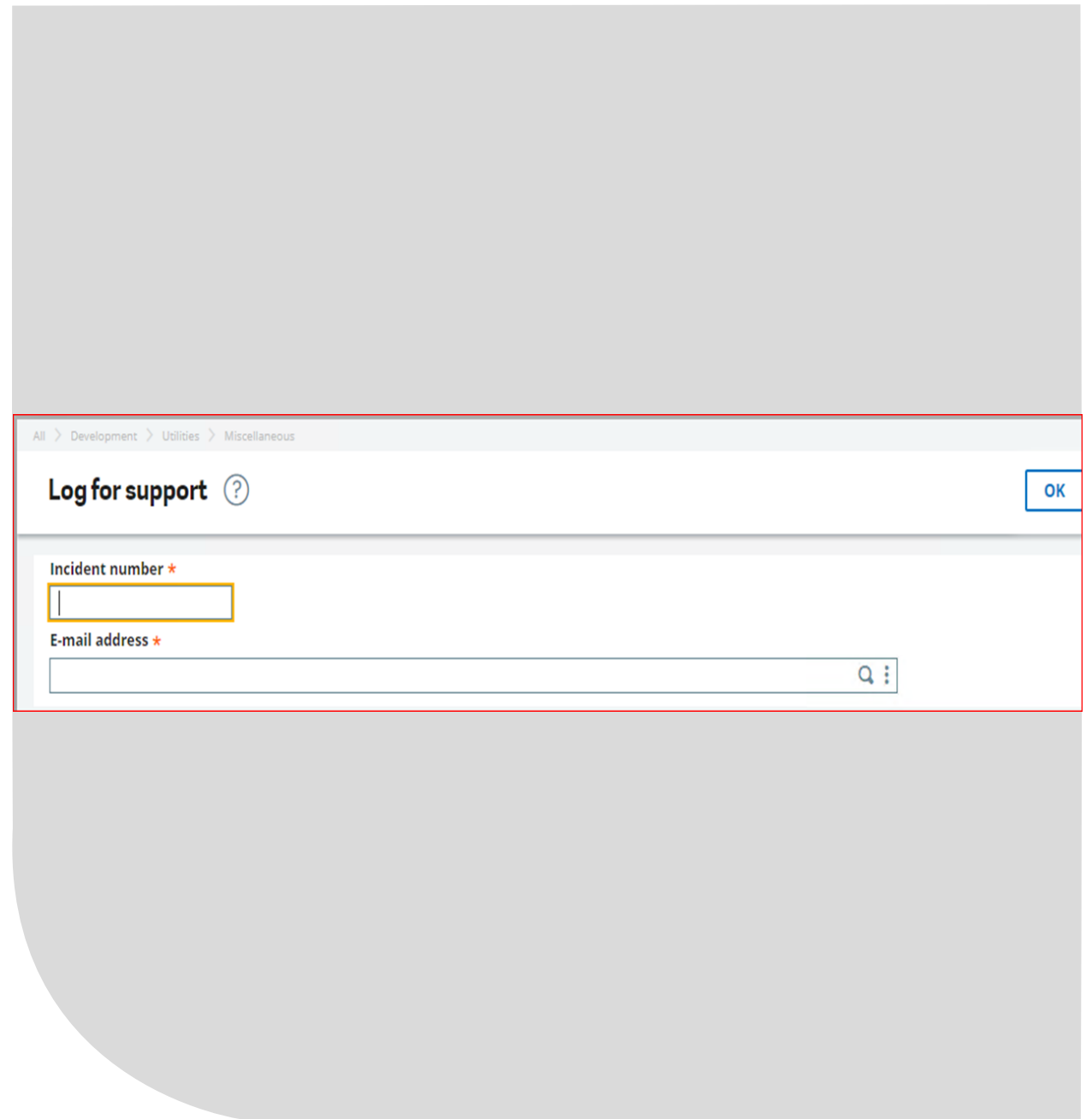
We are going to have a look at ALOGSUP which is a support tool that can be used in X3 to obtain a snapshot of information from a customers' system.

- ALOGSUP is a useful tool to transfer information that creates a log file that provides diagnostic data for analysing
- Method of obtaining information if you start supporting a new customer
- Contains general parameter values, patch level, activity codes, bespoke process list, entry points, SQL settings and other useful support settings

# ALOGSUP

## How and when to use the diagnostics tool ALOGSUP.

- ALOGSUP can be found in Development > Utilities > Miscellaneous, it's titled 'Log for support'.
- The function can be used to create a log file to investigate support incidents raised by or reported to your Support Team.

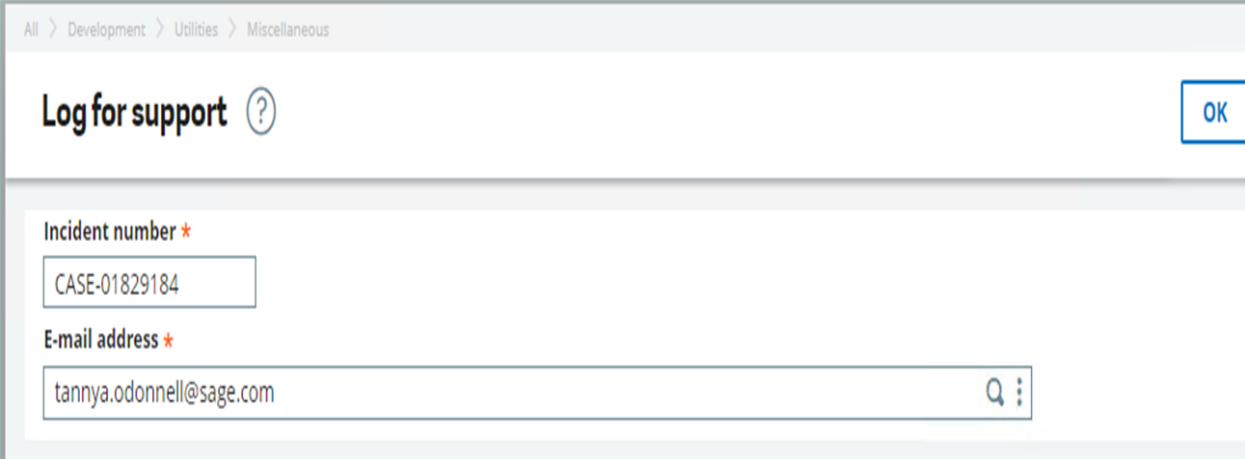


The screenshot shows a software interface with a breadcrumb trail at the top: "All > Development > Utilities > Miscellaneous". Below this is a dialog box titled "Log for support" with a help icon (question mark) and an "OK" button. The dialog contains two input fields: "Incident number \*" with a small text box, and "E-mail address \*" with a larger text box and a search icon (magnifying glass) on the right side.

# ALOGSUP

## Once the function has been launched, there are 2 fields to populate:-

- Incident Number – which can be populated with the support case reference.
- Email Address – the email address you wish the log file to be sent to.



All > Development > Utilities > Miscellaneous

Log for support ?

OK

Incident number \*

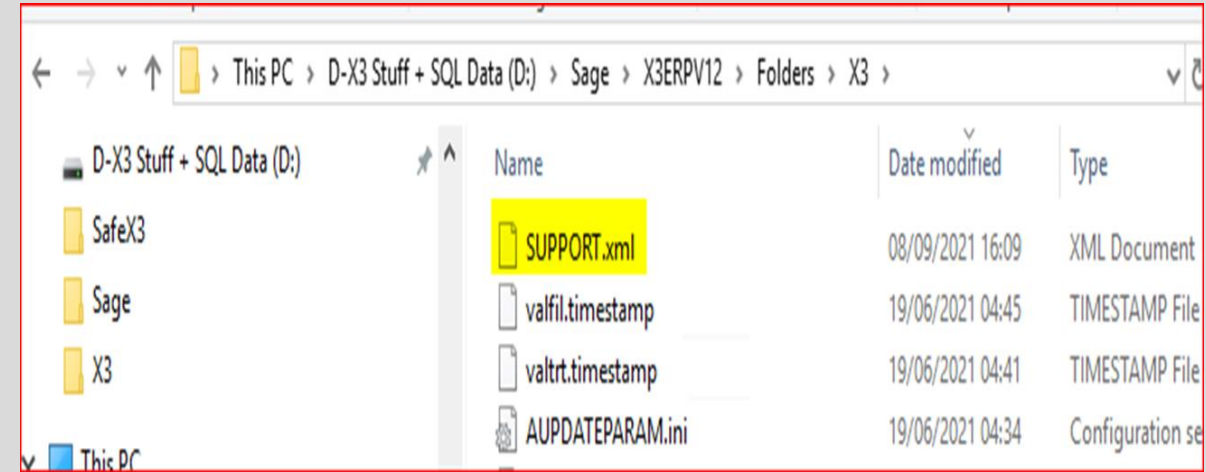
CASE-01829184

E-mail address \*

tannya.odonnell@sage.com

# ALOGSUP

- If you have added an email address, the log file will be sent to your email address, along with a TRA file.
- Or, you can pick it up manually, the file will be called SUPPORT.Xml and will be found in the ..\folders\X3 directory



# ALOGSUP

- Although the file contains a lot of information, it should not be seen as a magic bullet to solve all issues, it is a tool to transfer information and cut down on follow up requests to obtain necessary information.
- The zip folder containing the X3 Diagnostic tool can be downloaded from the Sage Knowledgebase Article-109044
- Once the .exe has been run, drag and drop the SUPPORT.xml into the green box, then use the left blocks to expand the tree.

# ALOGSUP

We can then see the information in the file

- Going from the top, we can see the summary info such as:
  - Date/Folder/User
  - Technical version Information
- Then further down we can expand the tree to see more technical version information, for example:
  - Runtime
  - Serverjava
  - Web
  - Database
  - Application
  - Report

Continued.....

# ALOGSUP

- Further on down, within Folders, we can expand and by clicking on X3 it opens another level of folders within the middle box of this section. The far right hand box includes the details of the version and patch number being used

Using the folder directory within the middle section you will find:

- Header
  - Languages, modules, reporting currency, default country
  - APL\_INI – this is useful technical information including the MAXMEM
- Activity codes
  - Functional – showing if functionality settings are switched on or off by module
  - Sizing – this contains screen information by activity code showing the number of lines within a screen along with dependencies if applicable
  - Localisation - this contains which legislation codes are switched on
- Entry Points
  - Any entry points that have been added
- CPYLIST
  - Company listing including legislation information
- Continued.....



# ALOGSUP

- Parameter values
  - Split by function – easy way to confirm a parameter value if you have been asked to confirm it.
  - LOCALPRG – This contains code that has been copied into the SEED directory
  - SPEPRG – This is useful to see if any bespoke features have been added
- Updates (Patches) – this will not be populated and patch details should be obtained through X3
- Database
  - Stats – tables inc number of rows in a table
  - Indexes - this area is no longer populated

# ALOGSUP

ALOGSUP is useful for:

- Quick way of obtaining information
- This is a snapshot of information.
- Save time looking for information and messaging