

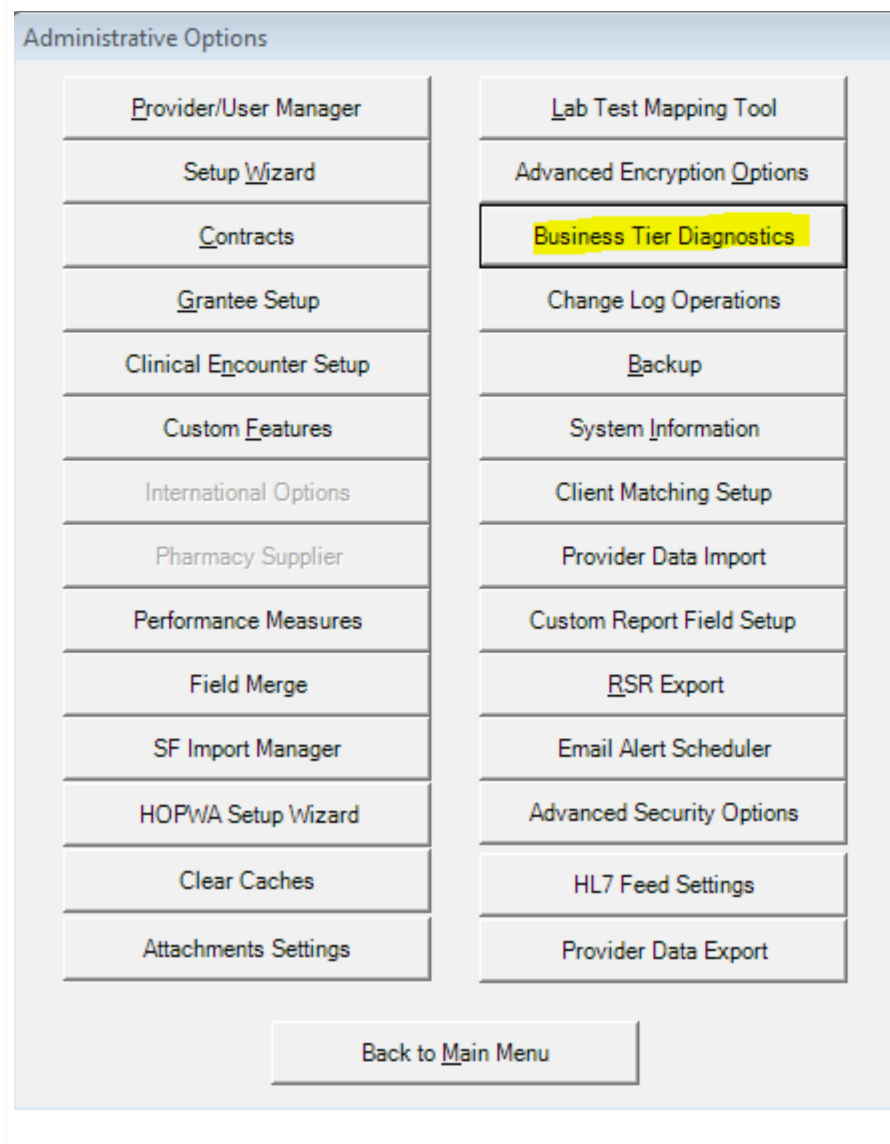
Overview

The CAREWare Diagnostic Utility is able to monitor and time key activity internal to the CAREWare Server and to store that information in a TXT file that can be sent to the jProg programmers for analysis related to performance issues.

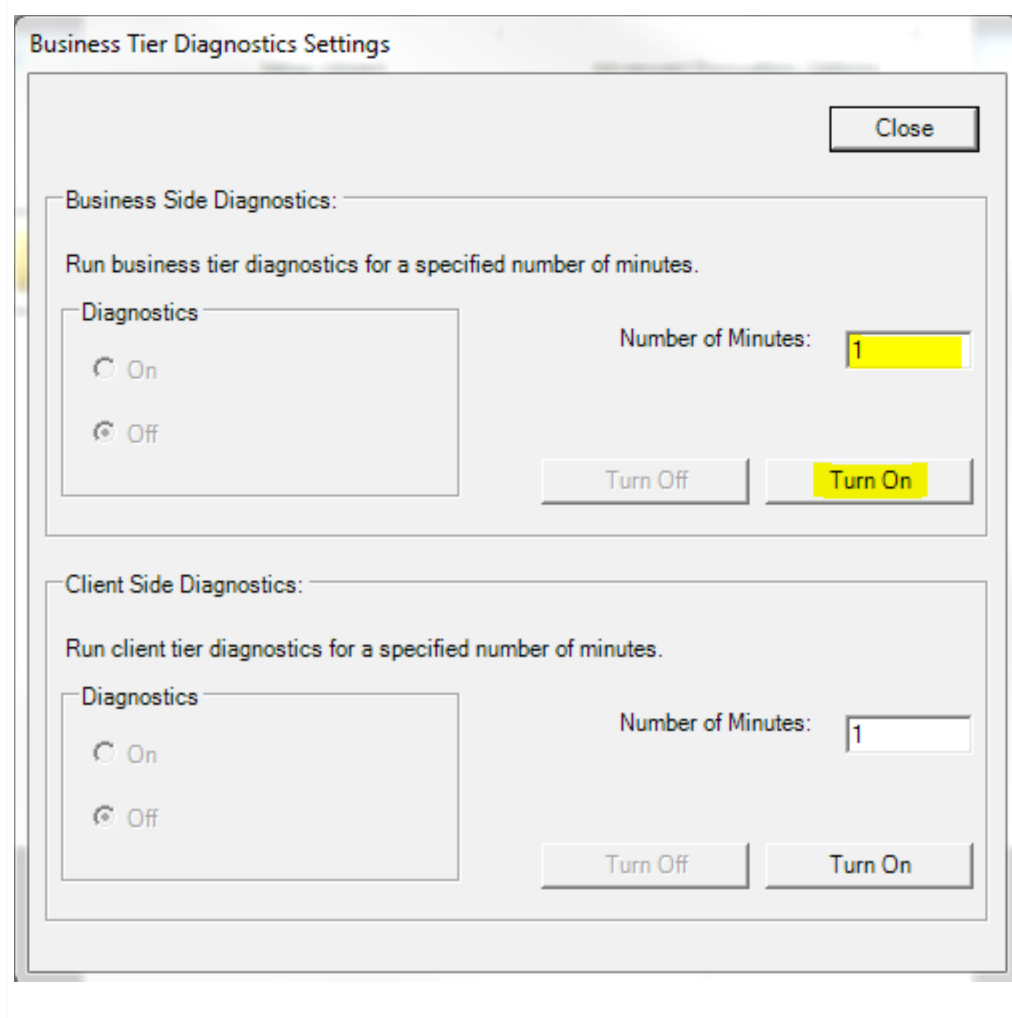
Below are step-by-step instructions on how to perform diagnostics on your server and to send the results to jProg.

Start the Diagnostic Utility

1. Log into the *Central Administration* domain
2. Click *Administrative Options*
3. Click *Business Tier Diagnostics*



4. Estimate the number of minutes you will need to re-produce the performance issue and enter that in the *Number of Minutes* field. Note: Make sure it is enough time to complete the process and not too long, because it would create a very large diagnostic file.
5. Click the Turn On button
6. Click Close

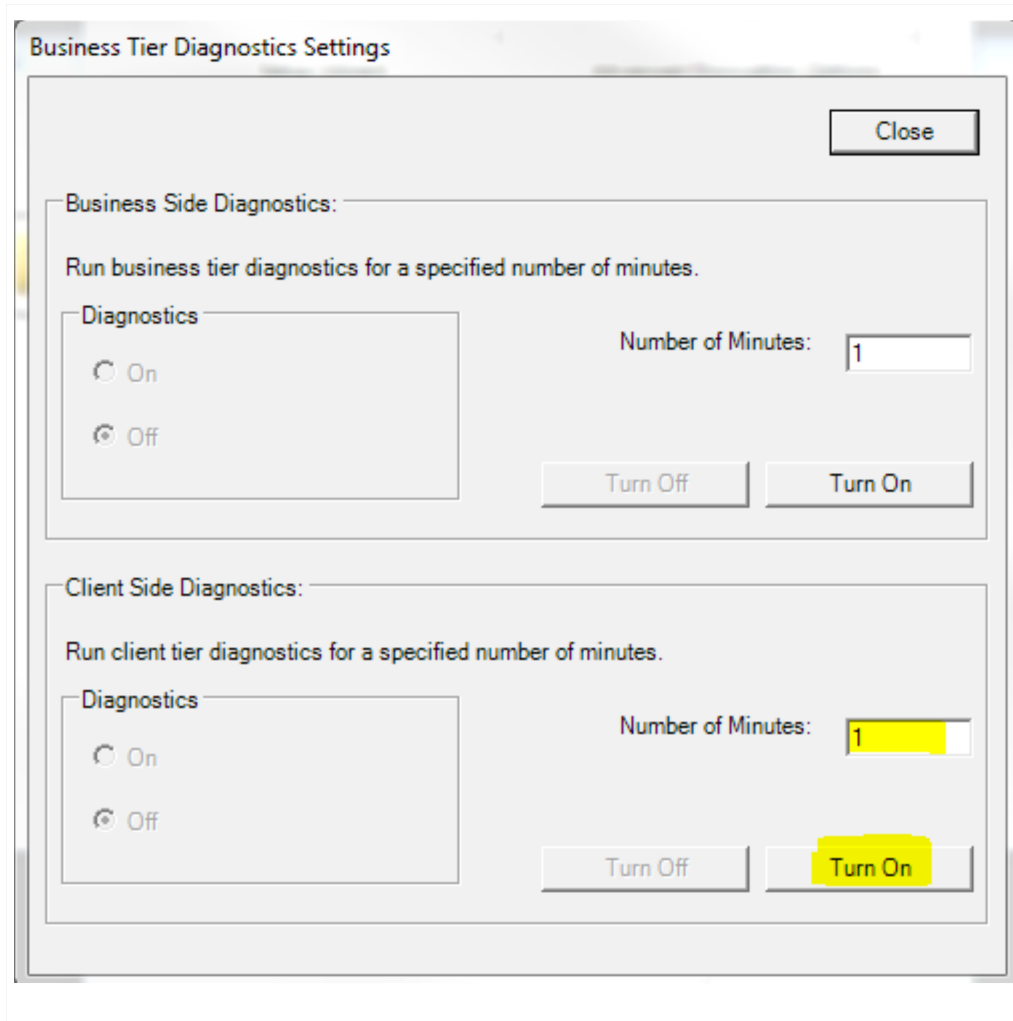


The image shows a dialog box titled "Business Tier Diagnostics Settings". It has a "Close" button in the top right corner. The dialog is divided into two sections: "Business Side Diagnostics" and "Client Side Diagnostics". Each section contains a "Diagnostics" group box with radio buttons for "On" and "Off", a "Number of Minutes" input field, and "Turn Off" and "Turn On" buttons. In the Business Side section, the "Off" radio button is selected, and the "Number of Minutes" field contains the value "1". The "Turn On" button is highlighted in yellow. In the Client Side section, the "Off" radio button is also selected, and the "Number of Minutes" field contains the value "1".

Do Some Stuff in CAREWare

You can now do the tasks that you want to run diagnostics for. It is OK to log out of the central provider and log in to a data entry provider. Once you have performed the tasks with the performance problems you can turn off the diagnostic utility.

These steps can be performed to run a client tier diagnostics as well. Follow the same steps as above and click *Turn On* for the Client Side Diagnostics.

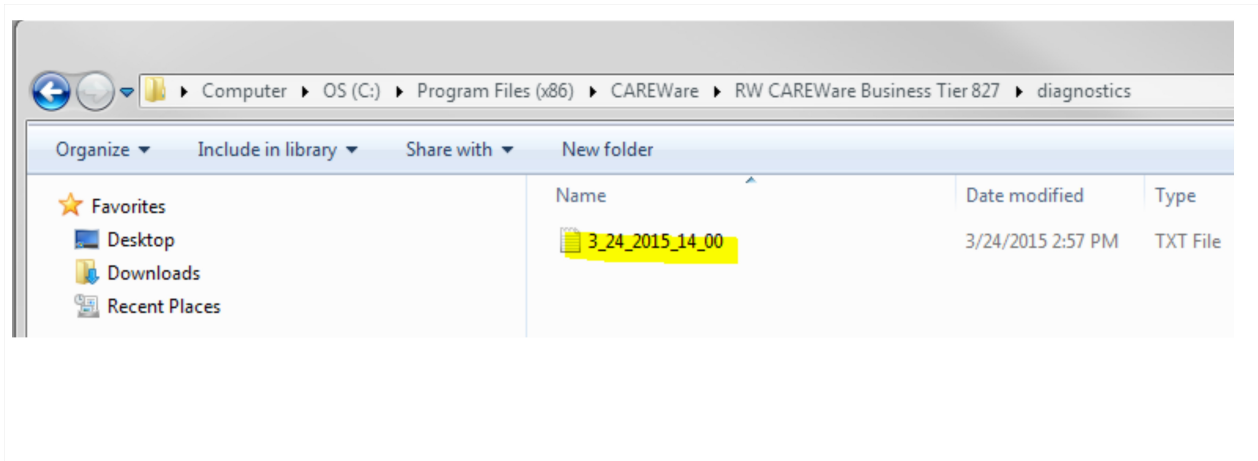


===Turn Off the Diagnostic Utility===

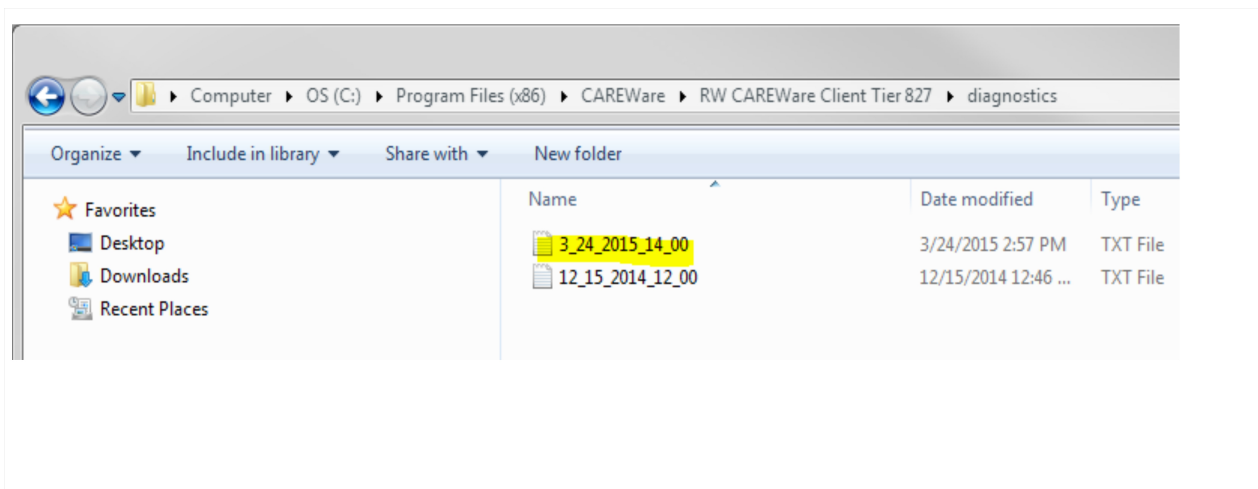
1. Log into the *Central Administration* domain
2. Click *Administrative Options*
3. Click *Business Tier Diagnostics*
4. If the number of minutes you entered when you turned the diagnostics on has not expired, then the Turn Off button will be highlighted.
5. Click *Turn Off*

Send the Diagnostic Output To jProg

On the computer where the CAREWare business tier is installed, in the "RW CAREWare Business Tier\diagnostics" folder, you will find one or more TXT files that have the date you ran the diagnostics utility. Email that file to cwhelp@jprog.com for the CAREWare Help Desk to review.



On the computer where the CAREWare client tier is installed, in the “RW CAREWare Client Tier\diagnostics” folder, you will find one or more TXT files that have the date you ran the diagnostics utility. Email that file to cwhelp@jpro.com for the CAREWare Help Desk to review.



Viewing the Diagnostic Utility File (Optional)

In some cases non-jPro programmers may want to view the information in this file. If you want to view the diagnostic information you can do so through the CW Admin.exe utility.

Open the RW CAREWare Business Tier folder (Default location: C:\Program Files (x86)\CAREWare\RW CAREWare Business Tier)

1. Right click CW Admin
2. Click Diagnostics
3. Click the file to highlight it
4. Click Show Diagnostics