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*.
- 2.Click Administrative Options.
- 3. Click Turn diagnostics On or Off.



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 *Start*.

If Turn diagnostics On or Off is clicked again, the time remaining is displayed.

Administrative Options > Diagnostics					
Stop	Cancel				
Diagnostics is running. 4.0 mins remaining.					
Click cancel to stop diagnostics now.					

At any time, the utility can be stopped by clicking *Stop*. Click *Cancel* to continue and return to *Administrative Options*.

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.

## **Review the Diagnostic Utility File**

To view the diagnostic information use the CW Admin utility.

- 1. Go to C:\Program Files\CAREWare Business Tier.
- 2. Right click CW Admin.
- 3. Click *Diagnostics*.
- 4. Click the file to highlight it.
- 5. Click Show Diagnostics.

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## Send the Diagnostic Output To jProg

On the computer where the CAREWare business tier is installed, in the 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 <u>CAREWare Help Desk</u> to review.

→ This PC → Windows (C:) → P	rogram Files > CAREWare Busines	s Tier > diagnostics
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