Troubleshooting

Summary

A general methodology for investigating issues with AppClarity, as well as identifying key issues and their resolutions.

For known issues relating to specific components please refer to their troubleshooting pages:

Clients	Platform	Applications	Integration
1E Client 5.0 1E Client Deployment Assistant 1.4.100 - NightWatchman Enterprise 7.2.500 (including WakeUp) - Nomad 7.0 - PXE Everywhere 3.2 - Shopping 5.6	1E Catalog 2.0 - ActiveEfficiency Server 1.10 - NightWatchman Enterprise 7.2.500 (including WakeUp) - Shopping 5.6 - Tachyon 5.0	1E Experience 1.0 - AppClarity 7.0 - Application Migration 3.0 - Patch Success 1.2 - Tachyon 5.0 (Explorer and Guaranteed State)	1E Core for ServiceNow 1E ITSM Connect for ServiceNow

1E Support contact details

Support Web portal

Maintenance support customers can log onto the 1E Support Web Portal at http://1eportal.force.com using their login details provided with their maintenance contract. This provides issue tracking, product hotfixes and knowledge base articles related to each product.

Telephone support

Maintenance support customers can contact the technical support department at 1E through the following support numbers. Just phone the relevant number for your area, so your call can be routed quickly and efficiently to the correct support group:

• US/Canada:		1-866-349-4032 (Toll-Free) 1-917-339-2360 (Standard)
• UK/Europe:		+44 (0)208 326 3499
• India:		+91 120 402 4002
• Australia:		+61 739 111 118

Email support

Maintenance customers can use the following email for additional support:

support@1e.com

The technical support process

1. Read through the Troubleshooting pages to see if there are known issues, or quick resolutions to any problems you may have encountered.
2. Maintenance support customers can use the 1E Support Web Portal to review knowledge base articles and download hotfixes.
3. If still encountering problems, create a technical report (log files and details) and then contact the 1E technical support team.

Creating a technical report

If possible, please obtain the following details and log files before contacting 1E, to include in your technical report.

Version details

- The OS, version number and patch level for:
    - Tachyon Servers
    - 1E Client
    - Configuration Manager - if used
    - Other 1E Server software, for example Shopping, Nightwatchman and WakeUp
- For Nomad and Shopping, please provide OS, version number and patch level for:
    - Configuration Manager DPs
    - Nomad extensions used on Configuration Manager Consoles
    - ActiveEfficiency Server

Environmental details

- If there were any recent changes made to your configuration
- The name of the machines, Configuration Manager Application and/or Package IDs for when the issue occurred

Problem details

- When did the issue occur, ensure log files cover this period
- The scope of the issue – did it affect a particular geographical location, group of users or client machines
- Details of any self-help troubleshooting steps you carried out
- In the event of a service crash or if you are experiencing high CPU or memory usage, provide us with the dump file, event viewer logs, traces. We will provide you with FTP details to upload these files.

Log files

Tachyon Server log files

For any issue, please provide a zip containing log files from the following locations:

- %ALLUSERSPROFILE%\1E\Catalog*.log
- %ALLUSERSPROFILE%\1E\Platform Consumers*.log
- %ALLUSERSPROFILE%\1E\SLA Platform*.log
- %ALLUSERSPROFILE%\1E\Tachyon*.log

If you are having licensing issues, please include:

- %ALLUSERSPROFILE%\1E\Licensing*

Please refer to the Tachyon 5.0 - Log files page for more details.

1E Client logs on Windows

%ALLUSERSPROFILE%\1E\Client\1E.Client.log (used by 1E Client and Tachyon features, and Shopping client)

%ALLUSERSPROFILE%\1E\Client\NomadBranchUninstall-YYYY_MM_HHTMM_HH_SS_000Z.log

Nomad client log

%ALLUSERSPROFILE%\1E\NomadBranch\LogFiles\NomadBranch.log

WakeUp client log

%ALLUSERSPROFILE%\1E\Agent\WakeUpAgt.log

Shopping WSA client log

%ALLUSERSPROFILE%\1E\Client\WSA.log

Software Reclaimer log files

Every time the Reclaimer runs it will create a local log file of the process it is doing. The location and name of the log file depends on what task the reclaimer is doing.

Task	Logpath	Notes
Optout	**C:\Users\{USER} \AppData\Local\Temp\ AppClarity. SoftwareReclaimer.log**	Optout mode is normally run under user context so that the user can interact with the dialog. This means the log file will be in the users Temp folder within the user profile.
Mandatory	**C:\windows\Temp\AppClarity. SoftwareReclaimer.log**	Mandatory mode is normally set to run under system context, in order to process reclaim uninstall commands. Therefore, the log file will be under the system temp directory.
Reclaim	**C:\windows\Temp\AppClarity. SoftwareReclaimer.MSI.log**	For a mandatory reclaim, if a reclaim occurs using an MSI then an MSI log file is also created.