

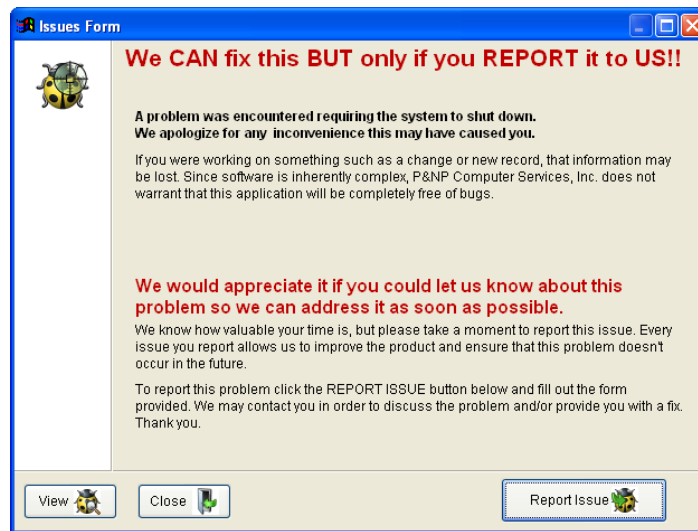
VisRMS Error Reporting

When an error occurs in the system, it is vital that P&NP be notified so that the problem can be fixed and data can be checked for any ill effects resulting from the error. There are two methods to use:

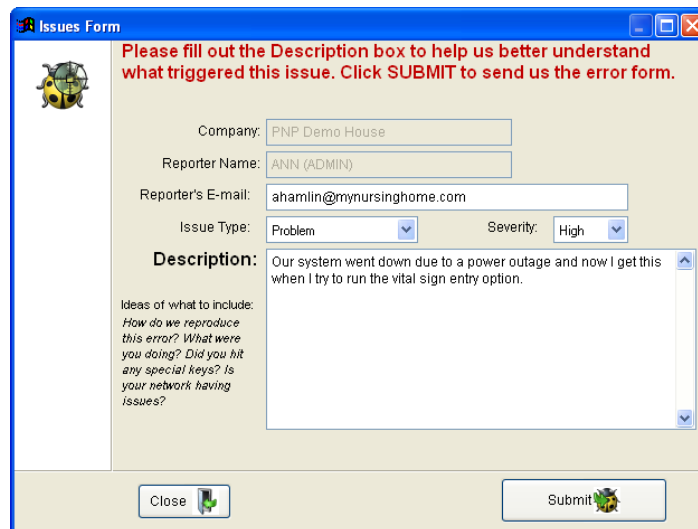
- 1.) filling out and sending the error reporting screen when the error occurs or
- 2.) sending the error logs for evaluation.

Error Reporting Screens

When an error occurs in the VisRMS system, you will be notified by the following screen.



Click on the Report Issue button in the lower right corner and the following screen will appear:



In the "Reporter's Email:" field, enter your email if you would like notification that the error was

reviewed and fixed. In the “Description:” field, enter information that will help us to identify where you were in the system, what you were doing, or any other information that will help us reproduce the error. Click on the SUBMIT button in the lower right corner to send the error report to P&NP. If successful, you should receive a message stating that the error has been sent. If not, please see below.

Problem sending error report

If you received a message stating that there was a problem sending the error log, that is because your IT staff has blocked your email from sending out attachments. If that is the case, ask your IT personnel to allow submission of P&NP generated errors. The function is enabled using ADT->UTILITIES->SYSYTEM CONFIGURATION->MAIL SERVER SETUP.

Until the setting has been changed, you will have to manually create a copy of your system’s error logs and send them to P&NP. To do this, follow the steps outlined below.

Sending Error Logs to P&NP

Occasionally, P&NP may ask that the entire error log be sent for further analysis. This is accomplished by running the **Send Error Info to P&NP** option on the UTILITIES menu of ADT. After clicking on the menu option you will see a series of messages as the function is being completed. The first may state “*Closing Ziperror.zip file*” followed by “*Please wait...sending mail message. This can take several minutes*”. It is important to be patient and not touch the keyboard until the process is finished. When complete, you should see the message “*Error log successfully sent to P&NP.*”

Problem sending error logs

If you received a message stating that there was a problem sending the error log because your facility has blocked sending messages, you will have to manually send the log. You must know where the root of VisRMS resides on your network (see below). Open up your email and create a new email. Type support@pnpcomputer.com in the “TO:” address line. Enter a subject in the “Subject” line and any message in the text box. Depending on your email, click on **Attach** or **Insert** and browse to the root of VisRMS. Locate the file **ziperr.zip** and attach it to the email.

Locating the Root of VisRMS

To locate the root of VisRMS, right-click on the icon used to start the VisRMS program and a menu will appear. Click on the **Properties** option. On the screen that appears, make sure the **Shortcut** tab is the active tab. Write down the path displayed in the “**Start in:**” field as this is the root of where VisRMS is located on your network.