Collect and send log files

Last Modified on 05/11/2019 1:21 pm CET

As an addition to FlexLink Design Tool a small utility application is installed. This utility is available from Windows start menu and can be used to collect and send log files to the FlexLink engineering tools support team. The time used to investigate and solve a support case can be reduced significantly by analyzing these files.

Get the log files

Click on Start to open Windows start menu.

Click on All programs.

Open FlexLink Design Tool folder.

Select FlexLink Design Tool Utility.



The utility is started in a pop-up window.

Click on **Collect and Send**.

FlexLink Design Tool Utility	×						
FlexLink Design Tool Utility							
Deactivate Lease	_						
Deactivating a lease will make it possible to use the lease on another computer. Leases are, after activation, locked to a computer and will remain so until the lease has been de-activated. The de-activation of a lease can only be done on the computer that it was activated on.							
Deactivate							
- Clean eCatalogue							
Empty the eCatalogue settings and remove the local folders. This is good to do if you would like to download all component blocks again. Please, note that you need to enable Local copy of some of the eCatalogues as it will be reset as Online by default. To enable Local copy of an eCatalogue is described in the FlexLink Design Tool manual.							
Clean							
Collect and send log files	_						
Collecting and sending log files to Software support will help the engineering tools team to investigate and solve installation or other file issues. A file explorer will be opened containing the packed file, this packed file should be attached to the email window that is opened at the same time. Make sure to fill out a short description about the problem and then send the email to the softwaresupport@flexlink.com. This may take up to 5 minutes.							
Collect and Send]						
Version: 1.5.8 Start Design Tool Close]						

The utility begins to collect and compress all FlexLink Design Tool log files. This step may take up to 5 min depending of the hardware and the size of the log files. After a while a Windows file explorer window is opened automatically, containing the compressed zip file. This is the only file that the FlexLink engineering tools support need to have.

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Organize Include in libe Favorites Desktop Downloads Recent Places	rary ▼ Share with ▼ Burn Name ↓ FLDT-logfiles.zip	New folder Date modified 2015-03-17 10:59

Send the compressed zip file

Together with the file explorer window a new e-mail window is opened. If not, a new e-mail has to to be created manually.

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Subject FlexLink Design Tool log files							
Describe the problem and then attach the log file that can be found in folder C:\Users\sepan1\AppData\Local\Temp\FLDT-Logfiles Collected: 2015-03-17 FLDT Version: 1.5.8.0							

Attach the zip file that was created in the steps above.

Enter the receiver *softwaresupport@flexlink.com*.

Send the e-mail.