ORACLE®

PRIMAVERA

Primavera Portfolio Management 8.0
Packing Debug Information

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Primavera® Portfolio Management Packing Debug Information

Last saved on : 1/17/2010 3:31:00 PM

Purpose

Often, when having a support call, the customer is required to collect information (like Primavera® Portfolio Management log files) to help Customer Support / R&D to investigate the support issue.
In order to help the customer in collecting the right information, a utility has been provided: psPackDebugInfo.exe.

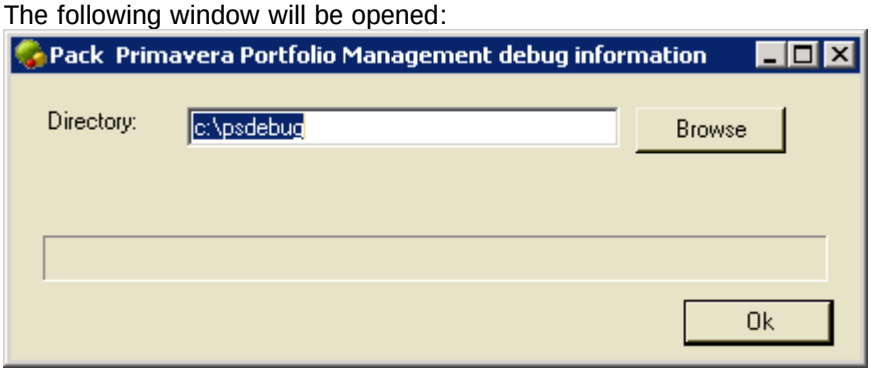
This utility helps the Primavera® Portfolio Management administrator to collect the required support information.
It collects all of the required information to a specific directory, which can then be zipped and uploaded to Customer Support.

Note: in a distributed installation of Primavera® Portfolio Management ("Scale Out"), the below described procedure should be followed on all Primavera® Portfolio Management application servers.

Usage

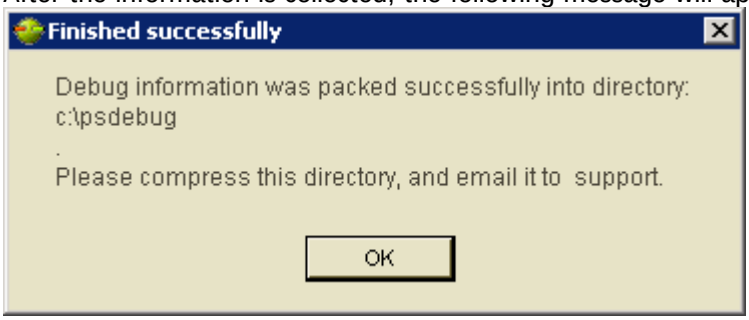
On the Primavera® Portfolio Management server, click "Start" -> "Programs" -> "Primavera® Portfolio Management" -> "Utilities" -> "Debug Information".

The following window will be opened:



By selecting "Ok", this utility will collect information that will help support to determine and resolve the customer issue. The debug information is collected to a specific directory (specified by the "Directory" edit box - default: c:\psdebug). The user can change the destination directory by editing the "Directory" edit box, or by using the "Browse" button.
Note: if the directory does not exist it will be created. If it exists, it will be removed and recreated.

After the information is collected, the following message will appear:



The user should zip this folder (c:\psdebug for example) and upload the zip to Customer Support.

What information is collected?

- Windows events (from the Event Viewer) – will be converted into 3 csv files:
  - Application.csv – for Application events.
  - Security.csv – for Security events
  - System.csv – for System events.
- Primavera® Portfolio Management log files – will be collected to a sub folder called: “ProSight Log”.
- IIS log files – will be collected to a sub folder called: “IIS Log”.
- Machine information (in information.txt file)
  - Machine Name
  - CPU specification
  - Amount of memory.
- Versions of software that is required by Primavera® Portfolio Management (in information.txt file)
  - (Same as psVersionsExtractor information)
- List of the software that is installed on this machine (in information.txt)
- Registry export of the Key: HKLM/Software/Oracle/Primavera Portfolio Management. (in portfolios.reg file)