

# **Installation and Operation Manual**

## **Unite Log Analyser**

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## 1 Introduction

The Unite Log Analyser is an application for viewing and analysing logs from the Unite system and is intended to run on a PC.

The Unite Log Analyser makes it possible to filter and view logs graphically or in table format. The views can be exported and used in external applications, for example in Microsoft PowerPoint presentations.

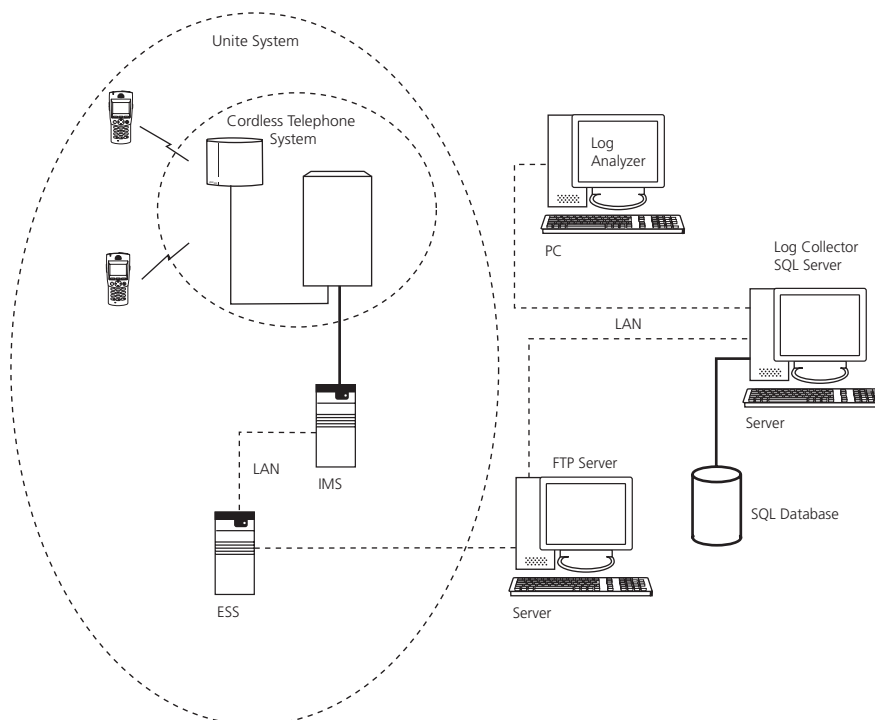
This document is intended as a guide for installation, troubleshooting, maintenance and operation purposes and is relevant to the following personnel:

- Service Technician (installation and system trouble shooting)
- System Administrator
- User

## 1.1 Abbreviations and Glossary

|     |   |
|-----|---|
| ESS | Enhanced System Service:<br>Unite module that handles centralised number planning, remote connection, system supervision, fault handling, group handling, message routing, centralised logging, activity logging, and user access administration. |
| FTP | File Transfer Protocol  |
| GUI | Graphical User Interface  |
| IMS | Integrated Message Server:<br>Unite module that enables messaging to and from the connected cordless telephone system   |
| SQL | Structured Query Language<br>A programming language used to store and retrieve data in databases.   |

## 2 Technical Solution



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Figure 1. The Log Analyzer used in a typical Unite system.

Events in the Unite system, such as calls, messages, and alarms, are logged by the ESS and stored in a log database. The logs are exported from the ESS to an FTP server. The Log Collector imports the logs from the FTP server and stores them in an SQL database. The Log Analyzer fetches data from the SQL server to display in the Log Analyzer GUI.

The FTP server and the SQL server can be run either on the same PC as the Log Analyzer application or as distributed services on the network.

## 2.1 Requirements

### 2.1.1 Hardware

- Unite System
  - ESS set up to send logs to the server
  - Unite modules set up to send logs to the ESS
- Server
  - 1 gigahertz (GHz) processor
  - 1 gigabyte (GB) of RAM
  - TCP/IP network connection
  - Windows XP®, Service Pack 2 (SP2).
- Client Computer
  - 1 gigahertz (GHz) processor
  - 512 megabytes (MB) of RAM
  - TCP/IP network connection (if SQL database runs on a remote server)
  - Windows XP®, Service Pack 2 (SP2) or Windows Vista.

### 2.1.2 Software

**Note:** The required Microsoft software can be downloaded from Microsoft's homepage. The installation of Microsoft software is beyond the scope of this document.

- ESS version 2.11 or later
  - Licence for creating logs (ESS-LLT)
- Server
  - Microsoft SQL Server 2005 or Microsoft SQL Server 2005 Express Edition
  - Microsoft Windows Installer 3.1
  - Microsoft Core XML Services (MSXML) 6.0
- Client
  - Microsoft .NET Framework 2.0
  - Microsoft Office 2003 Web Component

### 2.1.3 Translation

- Microsoft Visual Studio Express

## 2.2 Recommended Working Flow

It is recommended to install and operate the Unite Log Analyser in the following order:

### 2.2.1 Service Technician

- 1 Install the software listed in [2.1 Requirements](#) on page 5.
- 2 Install and configure the Unite Log Database, Unite Log Collector, and Unite Log Analyser according to the instructions in [4 Installation and Configuration](#) on page 6.

### 2.2.2 Administrator

- 1 Start and run the Log Analyser according to the instructions in chapter [6 Administrator Mode Operating Instructions](#) on page 16.
- 2 Save one or more analyses for use in User mode according to chapter [6.6 Create a Template](#) on page 28.

### 2.2.3 User

Start and run the Log Analyser according to the instructions in chapter [7 User Mode Operating Instructions](#) on page 28.

## 3 Unite Log Analyser and IT Security

It is recommended that the security level is in accordance with related IT solutions.

For more information about IT security, see also *System Planning Unite, TD 92258GB*.

All communication between the different parts of the Unite Log Analyser application, that is, between the ESS and the FTP server, between the FTP server and the Log Collector, and between the SQL server and the Log Analyser client, is unencrypted. Because of this no parts of the application should be run on a public network.

## 4 Installation and Configuration

There are several possible installation scenarios for the Unite Log Analyser:

- The Microsoft SQL Server, the Unite Log Collector, and the Unite Log Analyser Administrator client are installed on the same computer.
- The Microsoft SQL Server and the Unite Log Collector are installed on a server, while the Unite Log Collector Administrator client is installed on one or more separate PCs.
- The Microsoft SQL Server and the Unite Log Collector are each installed on a separate server, while the Unite Log Collector Administrator client is installed on one or more separate PCs.

In addition, the Unite Log Analyser User client can be installed on one or more separate PCs. In the installation instructions below it is noted when these different scenarios have to be taken into account.

It is not possible to run the installation kits for the Unite Log Analyser Administrator client and the Unite Log Analyser User client on the same computer. It is, however, possible to run both clients on a computer with the Unite Log Analyser administrator client installed. See [4.6.3 Setup Shortcut to Unite Log Analyser User client](#) on page 12 for instructions.

**Note:** You need to be logged on as a user with administrator permissions to install and configure the Unite Log Analyser and associated programs.

### 4.1 Install the Unite Log Database

- 1 Open the Database.Install folder.
- 2 Double click setup.exe to start the Unite Log Database installation. The installation program will guide you through the installation process.

When asked for a password, choose the appropriate authentication mode; this depends on the installation of the SQL Server and enter username and password (if necessary).



#### 4.4.1 Set Log Collector Permissions

The Collector must have permissions to access both the directory where the uploaded files reside and the database into which the files shall be imported. The permissions which are granted to the collector depends on which account that is used to start the service.

If the directory, database and collector service run on a computer on the network, follow the instructions below. If everything is run locally on one PC, continue to [4.4.2 Configure the Unite Log Collector](#) on page 8

- 1 In the *Start* menu, select Control Panel>Administrative Tools>Services
- 2 In the *Services* window, double-click *Ascom Unite Log Collector*.
- 3 In the *Ascom Unite Log Collector Properties* window, select the "Log On" tab.
- 4 Select the "This account:" radio button and enter the user which should run the service. Alternatively, select the "Local System Account" radio button.
- 5 Click "OK".

You need to give the selected user permission to read and write data to the Analyser database. How this shall be done is depending on you server environment and is outside the scope of this manual.

#### 4.4.2 Configure the Unite Log Collector

All configurable settings for the Unite Log Collector are stored in the XML file C:\Program Files\Ascom\Unite Log Collector\Ascom.Analyser.Collector.exe.config. Some of the values in the file must be configured to suit your configuration.

**Note:** The Unite Log Collector needs to be restarted for changes to take effect.

##### Set the Unite Log Collector Service Dependency

The Collector service is installed with a dependency towards the instance of SQL SERVER named SQLEXPRESS. This means that when rebooting the computer the Collector will wait to auto start until the SQLEXPRESS instance is online.

If the SQL Server is installed on a different computer or on the same computer but with a different instance name the dependency will be ignored.

If the SQL Server instance has a different name (other than SQLEXPRESS) you need to change this dependency if you want the collector to start automatically during reboot. This can only be done by changing the appropriate key in the Windows registry.

- 1 In the *Start* menu, Select Run. Type "regedit" and click "OK".
- 2 In the left pane of the Register Editor, select My Computer>HKEY\_LOCAL\_MACHINE>SYSTEM>CurrentControlSet>Services>Collector.
- 3 In the right pane, double-click DependOnService.
- 4 In the *Edit* Multi-string window, type the name of the SQL Server instance.
- 5 Click "OK".

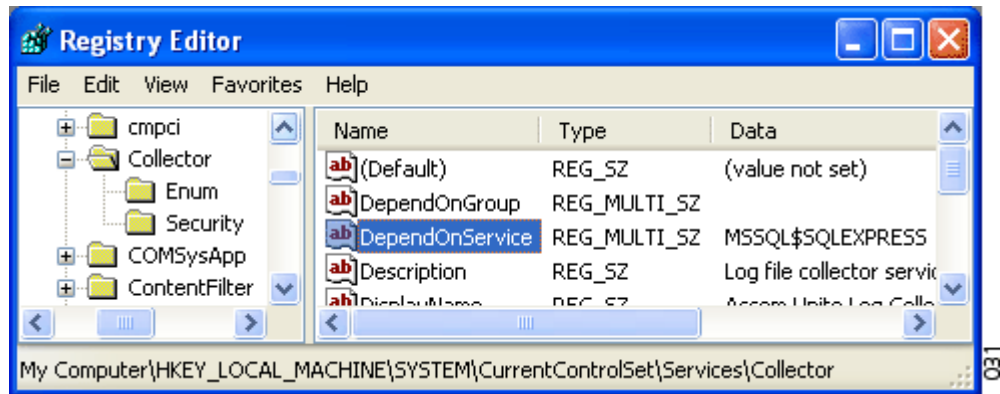


Figure 3. The DependOnService key in the Windows Registry Editor.

### Edit the Unite Log Collector Configuration File

**Note:** You are not allowed to change any other values than the ones listed in [figure 4](#) on page 10. Of these, the ones you would most likely want to change to suit your installation are Directory, Interval, Connection String and Archive Directory.

- 1 Open C:\Program Files\Ascom\Unite Log Collector\Ascsm.Analyser.Collector.exe.config in a text editor or XML editor.
- 2 Edit the appropriate parameters.
- 3 Save the file and exit the editor.

| Parameter        | Default Value  | Description  |
|------------------|--|--|
| Directory        | c:\less  | The directory to be monitored  |
| File Type        | .xml   | The file type to look for in the monitored directory                         |
| Interval         | 5  | The interval in minutes between checks for new files                         |
| Archive          | True   | Turns on or off archiving of imported files. Can be set to "True" or "False" |
| ArchiveDirectory | c:\archive   | Path to the directory where archived files will be stored                    |
| Debug            | False  | Turn on or off extensive logging to the eventlog                             |
| ErrorDirectory   | <no value>   | Not used.  |
| Culture          | <no value>   | Defines which language to use. If left empty English will be used.           |
| ConnectionString | connectionString="Data Source=.\SQLEXPRESS;Initial Catalog=Analyser;Integrated Security=True;" | The string used to connect to the database                                   |

Figure 4. Editable parameters in the *Ascom.Analyser.Collector.exe.config* file

## 4.5 Verify the Log Collector Installation and Configuration

- 1 Open *C:\Program Files\Ascom\Unite Log Collector\Ascom.Analyser.Collector.exe.config* for editing in a text editor or XML editor.
  - 2 Set the *Debug* parameter to "True".
  - 3 Save the file and exit the editor.
  - 4 In the *Start* menu, select Control Panel>Administrative Tools>Services
  - 5 In the *Services* window, right-click *Ascom Unite Log Collector* and select "Start".
  - 6 If no error dialogue appears, the Log Collector is working correctly. If an error dialogue appears, see [8.2 Troubleshoot the Unite Log Collector](#) on page 39.
- If the Log Collector is working correctly, open *C:\Program Files\Ascom\Unite Log Collector\Ascom.Analyser.Collector.exe.config*

## 4.6 Install the Unite Log Analyzer Administrator Client

### 4.6.1 Install the Unite Log Analyzer

- 1 Open the *Analysers\Admin\Install* folder.
- 2 Double click *setup.exe* to start the Unite Log Analyzer installation. The installation program will guide you through the installation process.

### 4.6.2 Configure the Unite Log Analyser

All configurable settings for the Unite Log Analyser are stored in the XML file C:\Program Files\Ascom\Unite Log Analyser\Ascom.Analyser.Collector.exe.config. Some of the values in the file may need to be configured to suit your configuration; most important is ConnectionString.

#### Edit the Unite Log Analyser Configuration File

**Note:** You should only change the values described in [figure 5](#) on page 11.

- 1 Open C:\Program Files\Ascom\Unite Log Analyser\Ascom.Analyser.Analyser.exe.config in a text editor or XML editor.
- 2 Edit the parameter values you wish to change.
- 3 Save the file and exit the editor.

| Parameter                | Default Value  | Description   |
|--------------------------|--|---|
| ConnectionString         | DataSource=(local)\SQLEXPRESS;InitialCatalog=Analyser;IntegratedSecurity=SSPI;AsynchronousProcessing=true; | The string used to connect to the database                                    |
| AnalysisSchemaFile       | Analysis.xsd   | Name and path of the XML schema file used to verify an analysis file.         |
| ConfigurationSchema File | Analyser.xsd   | Name and path of the XML schema file used to verify the configuration file.   |
| ConfigurationFile        | Analyser.xml   | Name and path of the XML configuration file.                                  |
| MaxChartColumns          | 100  | Defines the maximum number of columns shown in the AnalysisOverTime analysis. |
| Culture                  | <no value>   | Defines which language to use. If left empty English will be used.            |
| AdministratorMode        | True   | Not used.   |
| ApplicationSplitPosition | 155  | Defines the position of the application splitter.                             |
| FileOpenDir              | Application directory  | Defines the folder the file open dialogue starts in.                          |

*Figure 5. Editable parameters in the Ascom.Analyser.Analyser.exe.config file*

### 4.6.3 Setup Shortcut to Unite Log Analyser User client

The Unite Log Analyser administrator client can be started in user mode. To accomplish this, create a shortcut to the *Ascom.Analyser.Analyser.exe* file. The default installation folder is *C:\Program Files\Ascom\Unite Log Analyser\Ascom.Analyser.Analyser.exe*.

## 4.7 Install the Unite Log Analyser User Client

### 4.7.1 Install the Unite Log Analyser

- 1 Open the Analyser.Install folder.
- 2 Double click setup.exe to start the Unite Log Analyser installation. The installation program will guide you through the installation process.

### 4.7.2 Configure the Unite Log Analyser

Follow the instructions in [4.6.2 Configure the Unite Log Analyser](#) on page 11.

## 4.8 Verify the Unite Log Analyser Installation and Configuration

- 1 in the *Start* menu, select All Programs>Ascom>Unite Log Analyser.
- 2 Analyse a log file according to the instructions in [6.2 Analyse a Log File](#) on page 16.

## 5 Translation

**Note:** This chapter describes a procedure that requires some programming skills. It is only necessary to do once for each Log Analyser software version and language.

The Unite Log Analyser by default uses English for the GUI. This can be overridden by entering a custom language in the application configuration file. The process of changing language in the application is straightforward but requires a few steps. Language dependant texts exist in the application forms and in a resource file. The language has to be changed in both locations.

Unfortunately WinRes cannot be used together with this project. Therefore it is here described how to change the language with Microsoft Visual Studio 2005 or Visual Studio Express.

There are two types of components in the source that need to be changed:

- Resource strings
- Windows forms

### 5.1 Install the Unite Log Analyser Source

- 1 Open the Analyser.Source.Install folder.
- 2 Double click setup.exe to start the Unite Log Analyser Source installation. The installation program will guide you through the installation process.

## 5.2 Install Microsoft Visual Studio Express C#

Microsoft Visual Studio Express C# is available on Microsoft's homepage at: <http://www.microsoft.com/downloads/>.

The installation of Microsoft Visual Studio Express is beyond the scope of this document.

## 5.3 Windows Forms

As default all resources will be compiled into the main assembly of the application. To support a different language you will have to create a satellite assembly. This can be done with SDK tools or with Visual Studio.

Since we need to use Visual Studio to change the form resources we will use Visual Studio to describe how to create the satellite assembly.

All windows forms for the Log Analyser application are contained in the WindowsUI project and each window form contains a separate resource file.

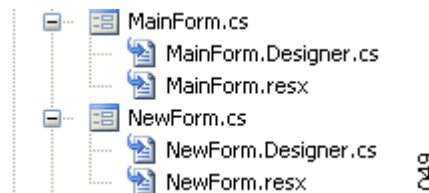


Figure 6. Window resource files.

To localize a form resource you need to perform two steps.

First you must set the Localizable property of the form to True

|             |             |
|-------------|-------------|
| Language    | (Default)   |
| Localizable | <b>True</b> |

Figure 7. The localizable property set to True.

Secondly you need to change the Language to your language of choice; in this example it will be named MainForm.sv-SE.resx (see figure 9 below).

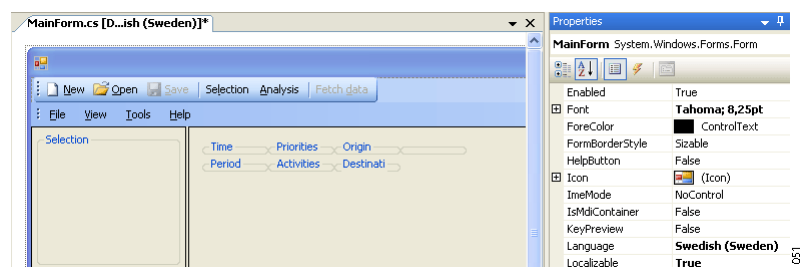


Figure 8. Language set to Swedish.

Once you save the project Visual Studio will create a new resource file for you, in this example it will be named **MainForm.sv-SE.resx** (see figure 9). This resource file will only contain resources that you actually have changed.

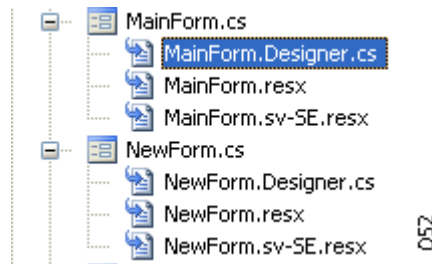


Figure 9. New resource file created by Visual Studio.

If you change any name or size of a control this will be saved to the new localized resource.

Here is an example of the main form with Swedish texts.

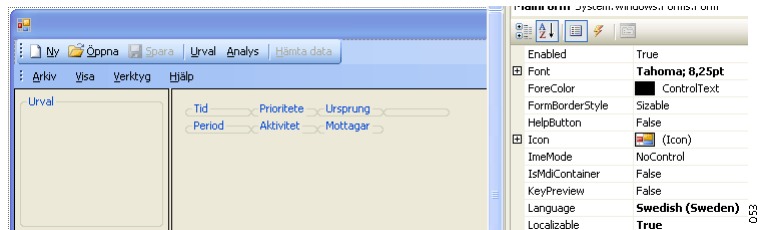
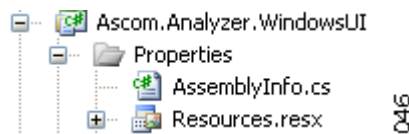


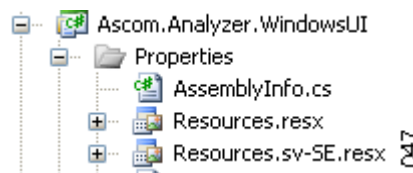
Figure 10. The main form with Swedish texts.

## 5.4 Application string resources

In the `Ascom.Analyser.WindowsUI` project there is a file called `Resources.resx` which contains resources for the project. Currently it contains only strings but it can contain other resources.



To create a new resource file use copy and paste on the `Resources.resx` file. The new file shall be named similarly to the localized form in the previous chapter. If using swedish as in the previous example, use `Resources.sv-SE.resx` as the new filename.



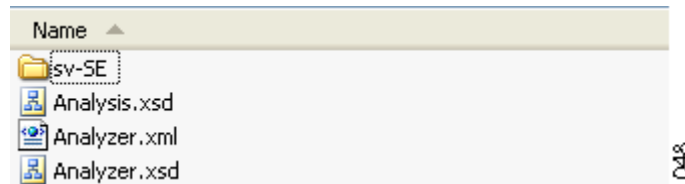
If you build the project all the form resources and the application string resources will be built into a single satellite assembly. Since the default language is built into the default assembly it will always be used as a fallback if the satellite assembly for a specific language is missing or if you have some texts which is not included in the satellite assembly.

## 5.5 Limitations with C# Express

When working with the project in Visual C# Express there is a problem with the AxInterop.OWC11 assembly. If the solution is rebuilt, this file is removed and not re-created automatically as it is in Visual Studio 2005, the work around for this is to copy the file manually. A copy of the file is available in <Source folder>\WindowsUI\AxInterop.OWC11.dll. Just copy this file to <Source folder>\WindowsUI\obj\Release and build the project again (don't rebuild as this will remove the file again, just build)

## 5.6 Applying a translation

A translation is added to an already existing Log Analyser client by building it according to the instructions in this chapter. Visual Studio will create a subdirectory containing the satellite assembly in the output directory. Copy this subdirectory with all its contents to the directory where the application is installed.



To use the new language in the application modify the Ascom.Analyser.exe.config file and set the Culture attribute to the same name as the directory. In our example this will look as in the example below:

```
<setting name="Culture" serializeAs="String">  
    <value>sv-SE</value>  
</setting>
```

## 5.7 Creating a distribution package

The complete Unite Log Analyser distribution consists of four parts:

- Unite Log Analyser Source
- Unite Log Analyser
- Unite Log Collector
- Unite Log Database

Depending on the needs of the customer, one or more of these parts may be included in a package to be distributed to the customer. To make a distribution package, decide which parts the customer needs and combine them in a ZIP file.

## 6 Administrator Mode Operating Instructions

### 6.1 Start the Unite Log Analyser in Administrator Mode

The Unite Log Analyser can be used in two modes, Administrator and User. When in User mode, only the Selection parameters checked in Administrator mode as described in [6.3 Set the Selection to Be Visible in User Mode](#) on page 24 can be modified.

In the *Start* menu, select All Programs>Ascom>Unite Log Analyser>Analyser (Admin mode).

### 6.2 Analyse a Log File

The Unite Log Analyser main window consists of two panes, the Selection pane and the Presentation pane, as shown in [figure 11](#) on page 16. The Presentation pane shows the analysis of the log file as a bar graph if the *Analysis over Time*, the *Mean traffic*, or the *Peak traffic* templates are used, or as data in table format if the *Data view* template is used.

There are two tabs in the *Selection* pane, the *Search* tab and the *Presentation* tab. The choices made in the *Search* tab determines which information is fetched from the database, while the choices made in the *Presentation* tab determines how the information is presented.

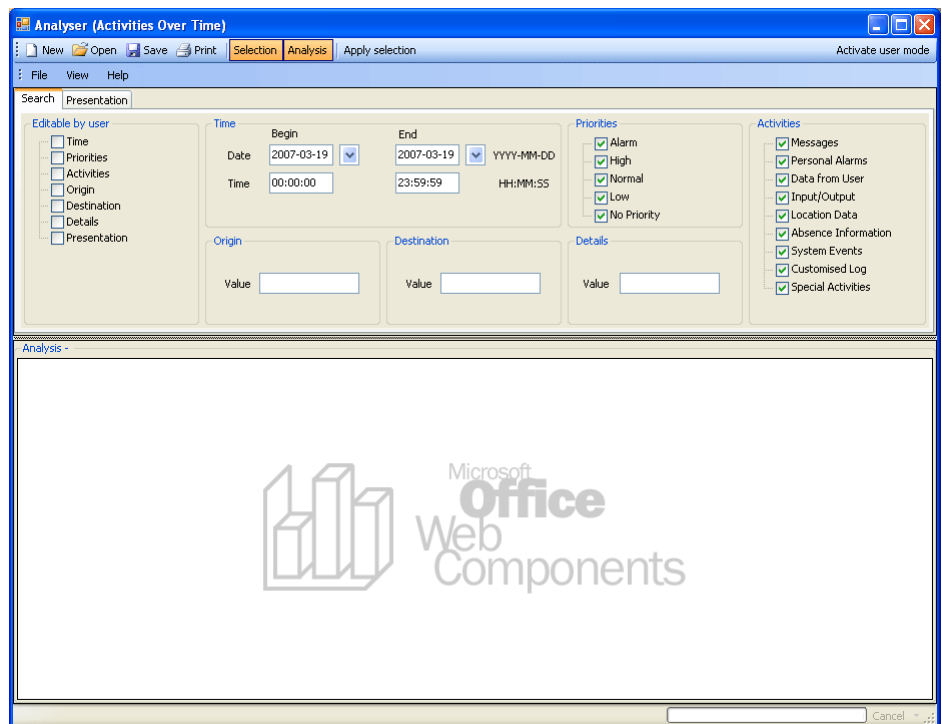


Figure 11. The Unite Log Analyser main window.

#### 6.2.1 Activities over Time Analysis

- 1 Click "New" in the toolbar, or select File>New.

- 2 In the *New* dialogue box, select "Activities over time" from the *Select analysis template* drop-down list.
- 3 Click "OK".

The *Selection* pane and an empty *Analysis* pane are opened. In the *Selection* pane, the Search tab is active.

### Set the Interval to Analyse

- 1 In the *Time* frame, select the start date for the analysis in the drop-down list in the *Begin* column.
- 2 Enter the start time for the analysis in the *Time* text box in the *Begin* column. The time must be entered in the format HH:MM:SS.
- 3 Select the end date for the analysis in the drop-down list in the *End* column.
- 4 Enter the end time for the analysis in the *Time* text box in the *End* column. The time must be entered in the format HH:MM:SS.

### Filter Priorities

In the *Priorities* frame, select the check boxes corresponding to the priorities you wish to view:

- Alarm
- High
- Normal
- Low
- No priority

To select all priorities, right-click anywhere in the list and select "Select all".

To deselect all priorities, right-click anywhere in the list and select "Deselect all".

By default, all priorities are selected. If no check boxes are selected, this is interpreted as all check boxes being selected.

### Filter Activities

In the *Activities* frame, select the check boxes corresponding to the activity groups you wish to view:

- Messages
- Personal Alarms
- Data from User
- Input/Output
- Location Data
- Absence Information
- System Events
- Customised Log
- Special Activities

To see which activities are included in each group, point the mouse at an item in the list. A tooltip appears with a list of the included activities.

To select all activities, right-click in the list and Select "Select All" in the pop-up menu that appears.

To deselect all activities, right-click in the list and Select "Deselect All" in the pop-up menu that appears.

By default, all activities are selected.

### Select Origin

In the *Origin* frame, enter the desired origin in the text field. The "\*" wildcard is allowed.

### Select Destination

In the *Selection* frame, enter the desired value in the text field. The "\*" wildcard is allowed.

### Enter Details to Search for

It is possible to only view activities containing a specific value in the details.

In the *Details* frame, enter the value, or part of the value, you wish to search for in the text field.

### Set Period

The *Presentation* tab is used to set how the data for the selected interval is presented. The data can be viewed as a separate bar in the graph for each year, quarter, month, week, day, hour, or minute.

- 1 In the *Selection* pane, select the *Presentation* tab.
- 2 Select the desired period from the *Period* drop-down-list.

### View the Analysis

- 1 Click the "Apply selection" button in the toolbar.  
The progress bar at the bottom of the indicates that the Unite Log Analyser is fetching data from the log database.
- 2 A bar graph showing the data appears in the *Analysis* pane.

To view period details, place the mouse cursor over a bar in the graph. A tooltip shows the following information about the period covered by the bar:

- The minute, hour, date, week number, month, or year of the period covered by the bar, depending on the selected period division.
- The number of events in the period.

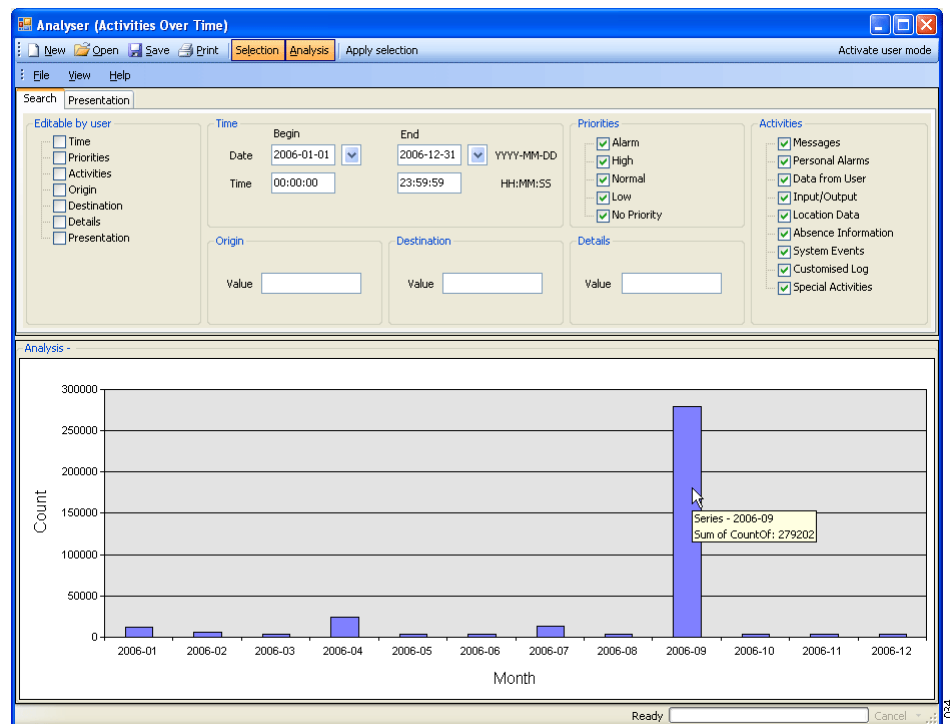


Figure 12. Activities over time analysis.

### 6.2.2 Data View Analysis

- 1 Click "New" in the toolbar, or select File>New.
- 2 In the *New* dialogue box, select "Data view" from the *Select analysis template* drop-down list.
- 3 Click "OK".

The *Selection* pane and an empty *Analysis* pane are opened. In the *Selection* pane, the *Search* tab is active.

#### Set the Interval to Analyse

See [Set the Interval to Analyse](#) on page 17.

#### Filter Priorities

See [Filter Priorities](#) on page 17.

#### Filter Activities

See [Filter Activities](#) on page 17

#### Select Origin

See [Select Origin](#) on page 18

### Select Destination

See [Select Destination](#) on page 18.

### Enter Details to Search for

See [Enter Details to Search for](#) on page 18.

### View the Analysis

- 1 Click "Fetch data" in the toolbar.  
 The progress bar at the bottom of the indicates that the Unite Log Analyzer is fetching data from the log database.
- 2 The data will appear in the *Analysis* pane as shown in [figure 13](#) on page 20.

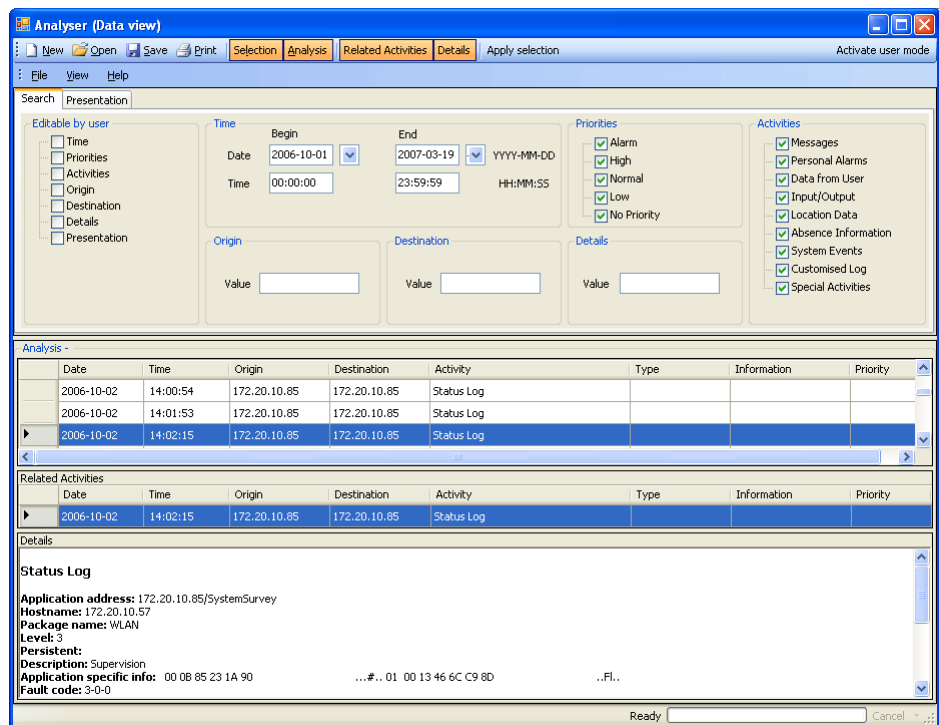


Figure 13. Data View analysis.

The data is shown in three frames in the *Analysis* pane: the *Activities* table, the *Related Activities* table, and the *Details* text field. The *Activities* table shows all activities according to the selection. The *Related Activities* table shows all activities related to the currently selected activity in the *Activities* table. The *Details* text field shows the details for the currently selected entry in the *Activities* table or the *Related Activities* table.

To hide or unhide the *Related Activities* table, click the *Related Activities* button in the toolbar.

To hide or unhide the *Details* text field, click the *Details* button in the toolbar.

- 3 In the *Selection* frame, select the *Presentation* tab.

- 4 In the *Dataview* frame, select the check boxes corresponding to the columns that should be shown in the *Activities* table and the *Related Activities* table.

The following columns can be shown:

- Date
- Time
- Origin
- Destination
- Activity
- Information
- Priority
- Type

By default, all check boxes are selected.

### 6.2.3 Mean Traffic Analysis

- 1 Click "New" in the toolbar, or select File>New.
- 2 In the *New* dialogue box, select "Mean traffic" from the *Select analysis template* drop-down list.
- 3 Click "OK".

The *Selection* pane and an empty *Analysis* pane are opened. In the *Selection* pane, the Search tab is active.

#### Set the Interval to Analyse

See [Set the Interval to Analyse](#) on page 17.

#### Filter Priorities

See [Filter Priorities](#) on page 17.

#### Filter Activities

See [Filter Activities](#) on page 17

#### Select Origin

See [Select Origin](#) on page 18.

#### Select Destination

See [Select Destination](#) on page 18.

#### Enter Details to Search for

See [Enter Details to Search for](#) on page 18.

#### Select Type of Analysis

The *Presentation* tab is used to set how the data for the selected interval is presented. The data can be viewed as a separate bar in the graph for each month of year, day of week or hour of day.

- 1 In the *Selection* pane, select the *Presentation* tab.
- 2 Select the desired type of presentation from the *Type* drop-down-list.

## View the Analysis

- 1 Click the "Apply selection" button in the toolbar.

The progress bar at the bottom of the indicates that the Unite Log Analyzer is fetching data from the log database.

- 2 A bar graph showing the data appears in the *Analysis* pane.

To view period details, place the mouse cursor over a bar in the graph. A tooltip shows the following information about the period covered by the bar:

- The hour of day, day of week, or month of year covered by the bar, depending on the selected period division.
- The mean number of events in the period.

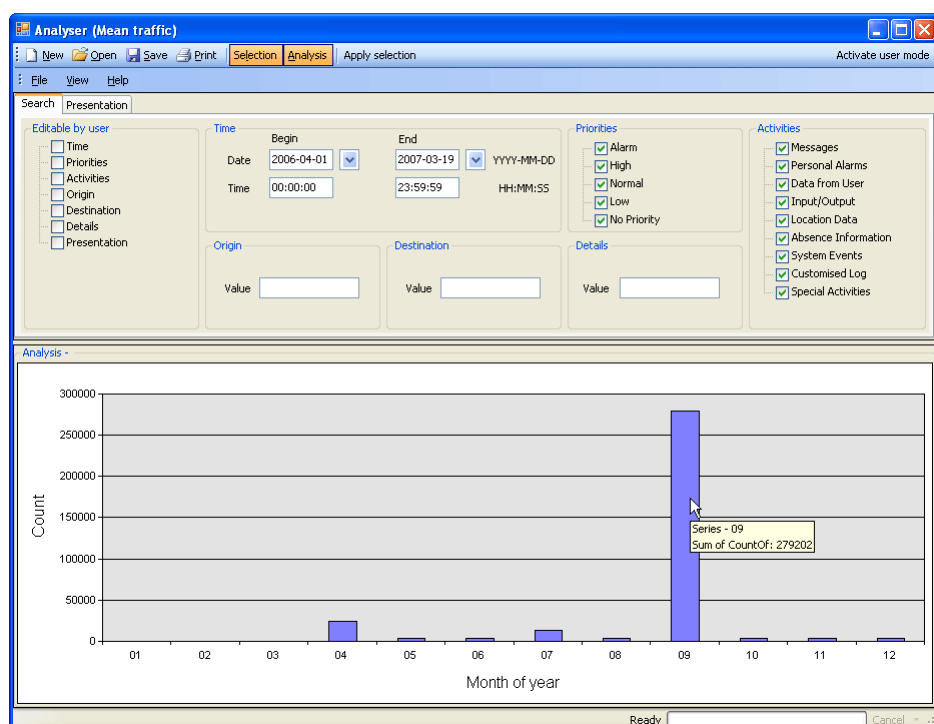


Figure 14. Mean traffic analysis.

### 6.2.4 Peak Traffic Analysis

- 1 Click "New" in the toolbar, or select File>New.
- 2 In the *New* dialogue box, select "Peak traffic" from the *Select analysis template* drop-down list.
- 3 Click "OK".

The *Selection* pane and an empty *Analysis* pane are opened. In the *Selection* pane, the *Search* tab is active.

### Set the Interval to Analyze

See [Set the Interval to Analyze](#) on page 17.

### Filter Priorities

See [Filter Priorities](#) on page 17.

### **Filter Activities**

See [Filter Activities](#) on page 17.

### **Select Origin**

See [Select Origin](#) on page 18.

### **Select Destination**

See [Select Destination](#) on page 18.

### **Enter Details to Search for**

See [Enter Details to Search for](#) on page 18.

### **Set Period**

See [Set Period](#) on page 18.

### **View the Analysis**

1 Click the "Apply selection" button in the toolbar.

The progress bar at the bottom of the window indicates that the Unite Log Analyser is fetching data from the log database.

2 A bar graph showing the data appears in the *Analysis* pane.

To view period details, place the mouse cursor over a bar in the graph. A tooltip shows the following information about the period covered by the bar:

- The minute, hour, date, week number, month, or year of the period covered by the bar, depending on the selected period division.
- The number of events in the period.

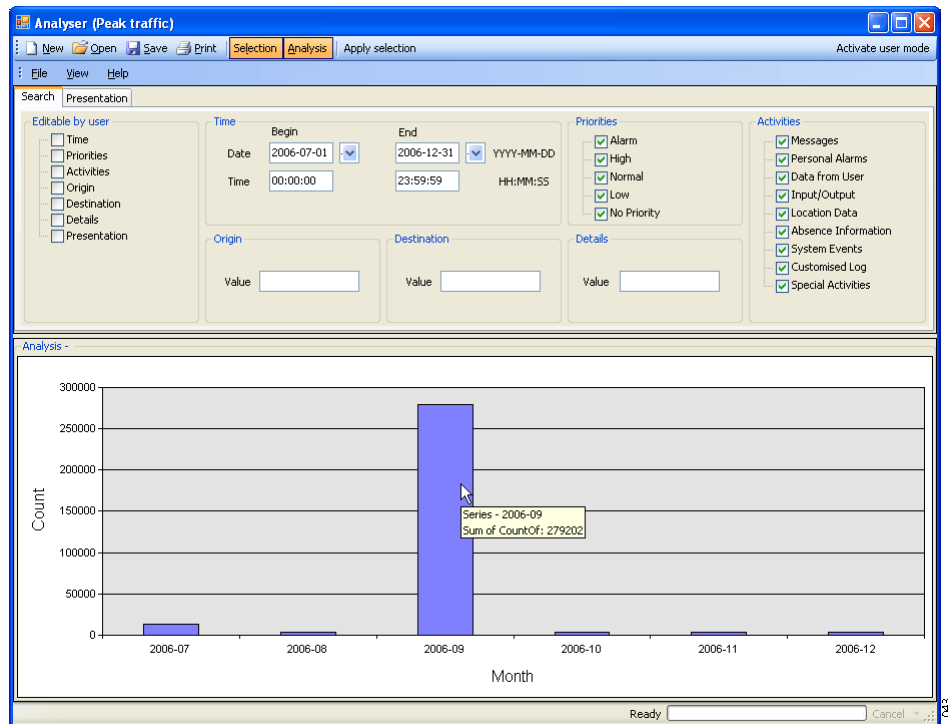
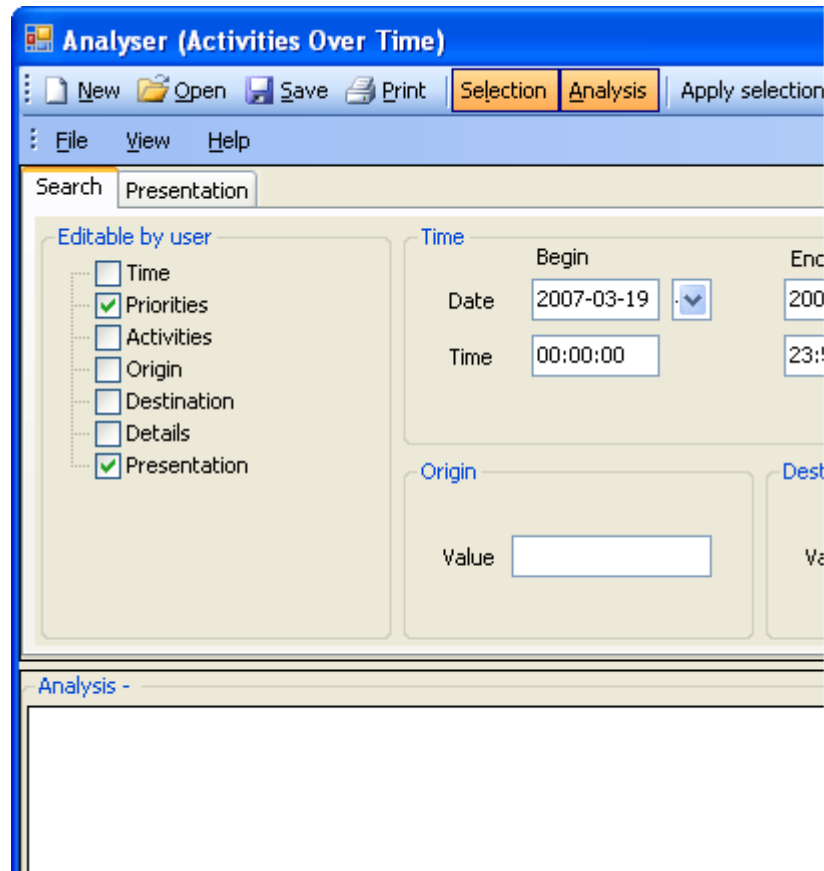


Figure 15. Peak traffic analysis.

### 6.3 Set the Selection to Be Visible in User Mode

In the *Editable by user* frame, select the check boxes for the Selections you wish to be visible in User mode.

See [figure 16](#) on page 25 and [figure 17](#) on page 26 for an example of how this will look in the GUI.



035

Figure 16. Example of Selections set in Administrator mode.

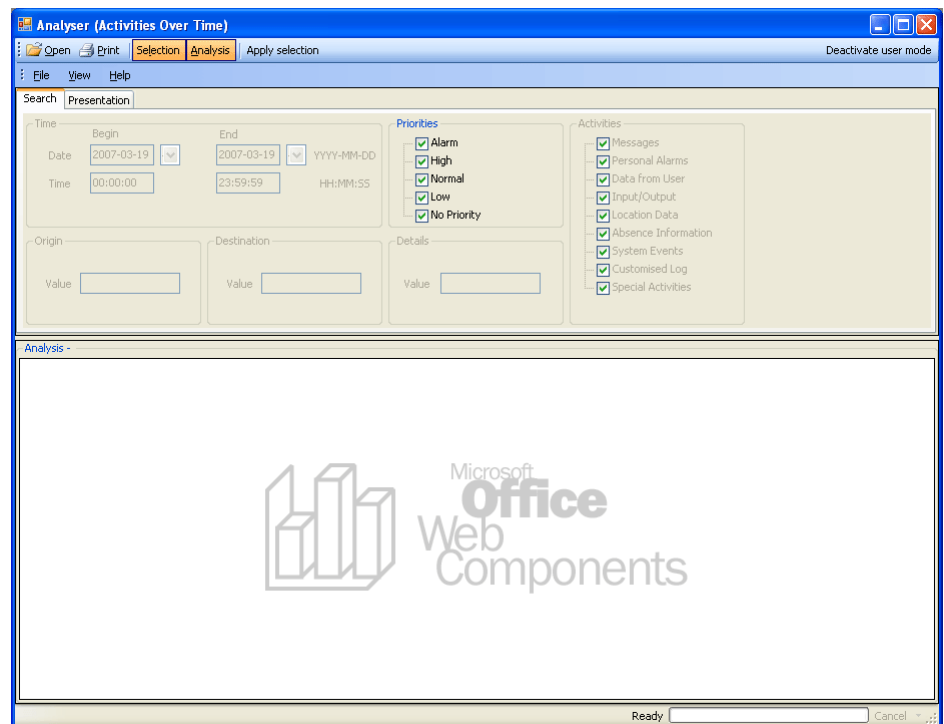


Figure 17. In User mode, only the Selections set in Administrator mode are accessible.

## 6.4 Activate/Deactivate User Mode

The Unite Log Analyser (Admin mode) can be switched to work in User mode. When in User mode, only the Selection parameters selected in Administrator mode as described in [6.3 Set the Selection to Be Visible in User Mode](#) on page 24 can be modified. This is useful for making sure that a template works as intended.

### 6.4.1 Activate User Mode

In the toolbar, click "Activate user mode".

### 6.4.2 Deactivate User Mode

In the toolbar, click "Deactivate user mode".

## 6.5 Create a Report

It is possible to create a report for use in an external program, for example in a Microsoft PowerPoint presentation or Microsoft Word document.

### 6.5.1 Create an Activities over Time, a Mean Traffic, or a Peak Traffic Report

An *Activities over time*, a *Mean Traffic*, or a *Peak Traffic* analysis is exported as a picture.

- 1 Right-click in the *Analysis* pane.
- 2 Select "Copy".

- 3 Switch to the program where you wish to use the report.
- 4 Use the program's paste function to insert the report.

### 6.5.2 Create a Data View Report

Data from the *Data view* analysis is exported in different formats, depending on which part of the analysis is exported, as shown in [figure 18](#) on page 27.

| Data               | Format |
|--------------------|--------|
| Activities         | Table  |
| Related Activities | Table  |
| Details            | Text   |

*Figure 18. Format of data exported from a Data view analysis.*

#### Copy Activities Data

- 1 Select the rows you wish to export from the *Activities* table. Select multiple rows by pressing Ctrl and clicking on each of the desired rows, by pressing shift and clicking on the first and last of the desired rows, or by right clicking in the table and selecting the "Select All" option.
- 2 Right-click on the *Activities* table.
- 3 Select "Copy".
- 4 Switch to the program where you wish to use the report.
- 5 Use the program's paste function to insert the report.

#### Copy Related Activities Data

- 1 Select the rows you wish to export from the *Related Activities* table. Select multiple rows by pressing Ctrl and clicking on each of the desired rows, by pressing shift and clicking on the first and last of the desired rows, or by right clicking in the table and selecting the "Select All" option.
- 2 Right-click on the *Related Activities* table.
- 3 Select "Copy".
- 4 Switch to the program where you wish to use the report.
- 5 Use the program's paste function to insert the report.

#### Copy Details

- 1 Click the desired row in the *Activities* table.
- 2 Click the desired row in the *Related Activities* table.
- 3 Right-click in the *Details* text field. All text in the field is selected. Alternatively, click and drag to select the text you wish to export, and then right-click in the *Details* text field.
- 4 Select "Copy".
- 5 Switch to the program where you wish to use the report.
- 6 Use the program's paste function to insert the report.

## 6.6 Create a Template

- 1 In the menu, select File>Properties.  
The Properties window opens
- 2 In the *Description* text field, type a description of the template.
- 3 Click "OK".
- 4 Use the "Save" button in the toolbar or select File>Save in the menu to save the template.

## 6.7 Open a Template

Click "Open" in the toolbar or select File>Load in the menu to load a saved template.

## 6.8 Select Panes to be Viewed

The default setting is to show all panes. It is possible to select which panes to be viewed from the *View* menu.

# 7 User Mode Operating Instructions

## 7.1 Start the Unite Log Analyser

In the *Start* menu, select All Programs>Ascom>Unite Log Analyser (User mode).

## 7.2 Analyse a Log File

**Note:** When using the Unite Log Analyser in User mode, only the Selection parameters selected for the current analysis in Administrator mode will be visible.

The Unite Log Analyser main window consists of two panes, the Selection pane and the Presentation pane, as shown in [figure 19](#) on page 29. The Presentation pane shows the analysis of the log file as a bar graph if the *Analysis over Time*, the *Mean traffic*, or the *Peak traffic* templates are used, or as data in table format if the *Data view* template is used.

There are two tabs in the *Selection* pane, the *Search* tab and the *Presentation* tab. The choices made in the *Search* tab determines which information is fetched from the database, while the choices made in the *Presentation* tab determines how the information is presented.

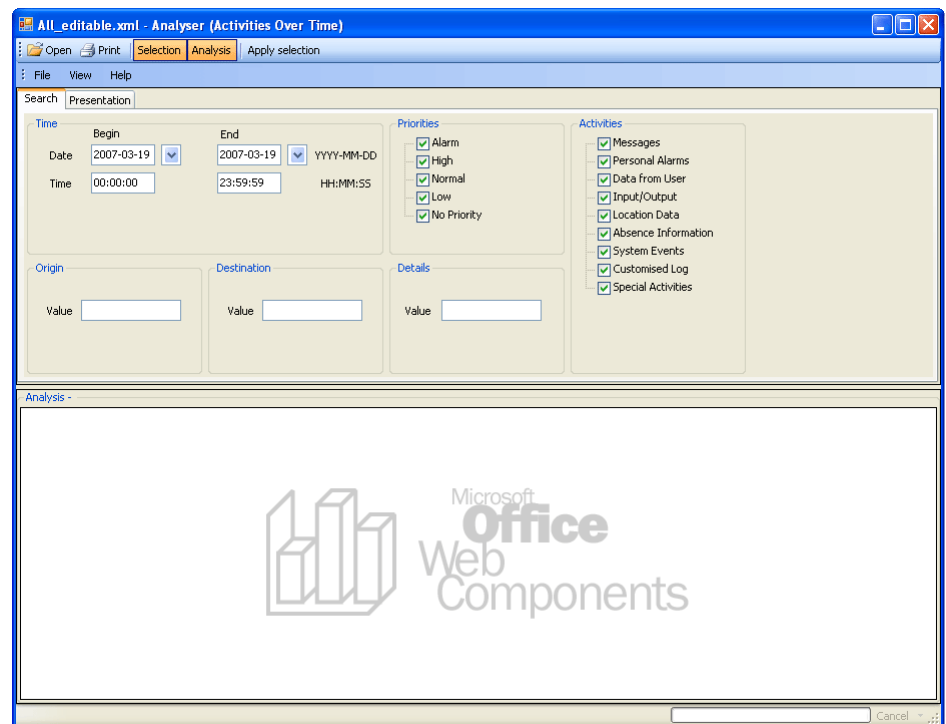


Figure 19. The Log Analyser main window.

### View Analysis Properties

- 1 In the menu, select File>Properties.  
The Properties window appears, with information about the analysis in the *Description* text field.
- 2 Close the Properties window by clicking on the "Close" button.

### 7.2.1 View Activities over Time

- 1 Use the "Open" button in the toolbar or select File>Open in the menu to load a saved Activities over Time analysis.
- 2 Click "OK".

The *Selection* pane and an empty *Analysis* pane are opened. In the *Selection* pane, the Search tab is active.

### Set the Interval to Analyse

- 1 In the *Time* frame, select the start date for the analysis in the drop-down list in the *Begin* column.
- 2 Enter the start time for the analysis in the *Time* text box in the *Begin* column. The time must be entered in the format HH:MM:SS.
- 3 Select the end date for the analysis in the drop-down list in the *End* column.
- 4 Enter the end time for the analysis in the *Time* text box in the *End* column. The time must be entered in the format HH:MM:SS.

### Filter Priorities

In the *Priorities* frame, select the check boxes corresponding to the priorities you wish to view:

- Alarm
- High
- Normal
- Low
- No priority

To select all priorities, right-click anywhere in the list and select "Select all".

To deselect all priorities, right-click anywhere in the list and select "Deselect all".

By default, all priorities are selected. If no check boxes are selected, this is interpreted as all check boxes being selected.

### Filter Activities

In the *Activities* frame, select the check boxes corresponding to the priorities you wish to view:

- Messages
- Personal Alarms
- Data from User
- Input/Output
- Location Data
- Absence Information
- System Events
- Customised Log
- Special Activities

To see which activities are included in each group, point the mouse at an item in the list. A tooltip appears with a list of the included activities.

To select all activities, right-click in the list and Select "Select All" in the pop-up menu that appears.

To deselect all activities, right-click in the list and Select "Deselect All" in the pop-up menu that appears.

By default, all activities are selected.

### Select Origin

In the *Origin* frame, enter the desired origin in the text field. The "\*" wildcard is allowed.

### Select Destination

In the *Selection* frame, enter the desired value in the text field. The "\*" wildcard is allowed.

### Enter Details to Search for

It is possible to only view activities containing a specific value in the details.

In the *Details* frame, enter the value, or part of the value, you wish to search for in the text field.

### Set Period

The *Presentation* tab is used to set how the data for the selected interval is presented. The data can be viewed as a separate bar in the graph for each year, quarter, month, week, day, hour, or minute.

- 1 In the *Selection* pane, select the *Presentation* tab.
- 2 Select the desired period from the *Period* drop-down-list.

### View the Analysis

- 1 Click the "Apply selection" button in the toolbar.

The progress bar at the bottom of the indicates that the Unite Log Analyzer is fetching data from the log database.

- 2 A bar graph showing the data appears in the *Analysis* pane.

To view period details, place the mouse cursor over a bar in the graph. A tooltip shows the following information about the period covered by the bar:

- The minute, hour, date, week number, month, or year of the period covered by the bar, depending on the selected period division.
- The number of events in the period.

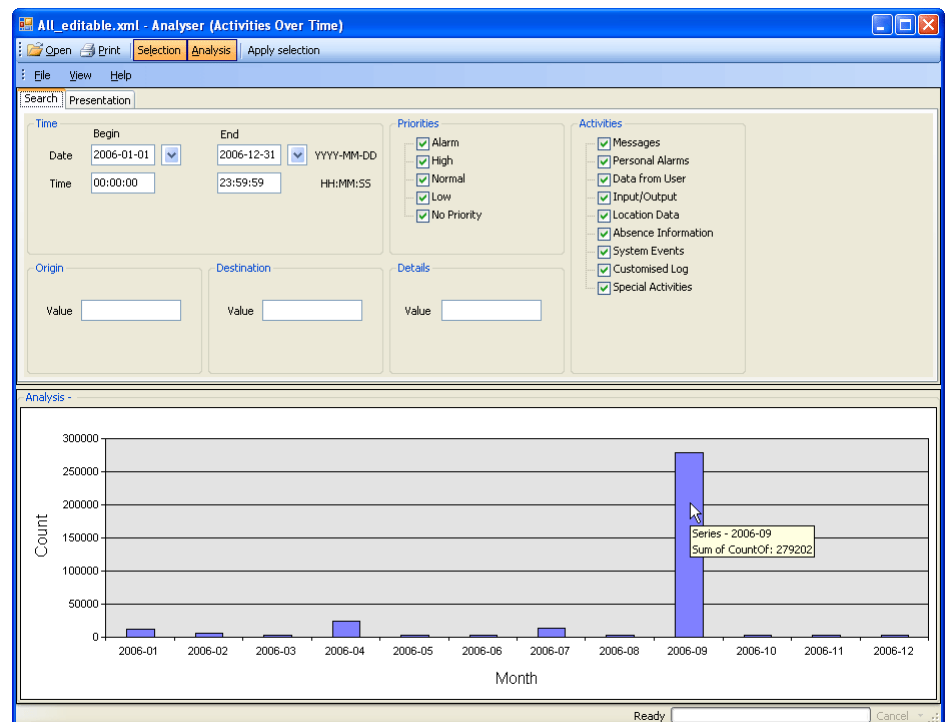


Figure 20. View period details.

### 7.2.2 Data View Analysis

- 1 Use the "Open" button in the toolbar or select File>Open in the menu to load a saved Data View analysis.

- 2 Click "OK".

The *Selection* pane and an empty *Analysis* pane are opened. In the *Selection* pane, the Search tab is active.

### **Set the Interval to Analyse**

See [Set the Interval to Analyse](#) on page 29.

### **Filter Priorities**

See [Filter Priorities](#) on page 30.

### **Filter Activities**

See [Filter Activities](#) on page 30.

### **Select Origin**

See [Select Origin](#) on page 30

### **Select Destination**

See [Select Destination](#) on page 30.

### **Enter Details to Search for**

See [Enter Details to Search for](#) on page 30.

### **View the Analysis**

- 1 Click "Fetch data" in the toolbar.
- 2 The progress bar at the bottom of the window indicates that the Unite Log Analyser is fetching data from the log database.
- 3 The data will appear in the *Analysis* pane as shown in [figure 21](#) on page 33.

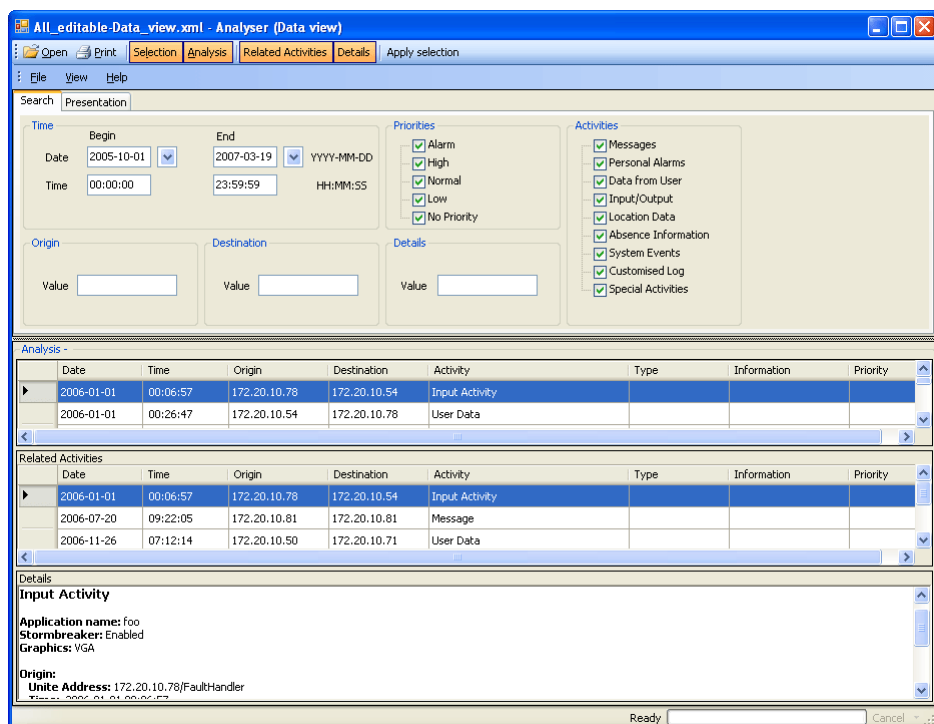


Figure 21. Data view analysis.

The data is shown in three frames in the *Analysis* pane: the *Activities* table, the *Related Activities* table, and the *Details* text field. The *Activities* table shows all activities according to the selection. The *Related Activities* table shows all activities related to the currently selected activity in the *Activities* table. The *Details* text field shows the details for the currently selected entry in the *Activities* table or the *Related Activities* table.

To hide or unhide the *Related Activities* table, click the *Related Activities* button in the toolbar.

To hide or unhide the *Details* text field, click the *Details* button in the toolbar.

- 4 In the *Selection* frame, select the *Presentation* tab.
- 5 In the *Dataview* frame, select the check boxes corresponding to the columns that should be shown in the *Activities* table and the *Related Activities* table.

The following columns can be shown:

- Date
- Time
- Origin
- Destination
- Activity
- Information
- Priority
- Type

By default, all check boxes are selected.

### 7.2.3 Mean Traffic Analysis

- 1 Use the "Open" button in the toolbar or select File>Open in the menu to load a saved Mean Traffic analysis.

- 2 Click "OK".

The *Selection* pane and an empty *Analysis* pane are opened. In the *Selection* pane, the Search tab is active.

### **Set the Interval to Analyse**

See [Set the Interval to Analyse](#) on page 29.

### **Filter Priorities**

See [Filter Priorities](#) on page 30.

### **Filter Activities**

See [Filter Activities](#) on page 30.

### **Select Origin**

See [Select Origin](#) on page 30.

### **Select Destination**

See [Select Destination](#) on page 30.

### **Enter Details to Search for**

See [Enter Details to Search for](#) on page 30.

### **Select Type of Analysis**

The *Presentation* tab is used to set how the data for the selected interval is presented. The data can be viewed as a separate bar in the graph for each month of year, day of week or hour of day.

- 1 In the *Selection* pane, select the *Presentation* tab.
- 2 Select the desired type of presentation from the *Type* drop-down-list.

### **View the Analysis**

- 1 Click the "Apply selection" button in the toolbar.  
The progress bar at the bottom of the indicates that the Unite Log Analyser is fetching data from the log database.
- 2 A bar graph showing the data appears in the *Analysis* pane.

To view period details, place the mouse cursor over a bar in the graph. A tooltip shows the following information about the period covered by the bar:

- The hour of day, day of week, or month of year covered by the bar, depending on the selected period division.
- The mean number of events in the period.

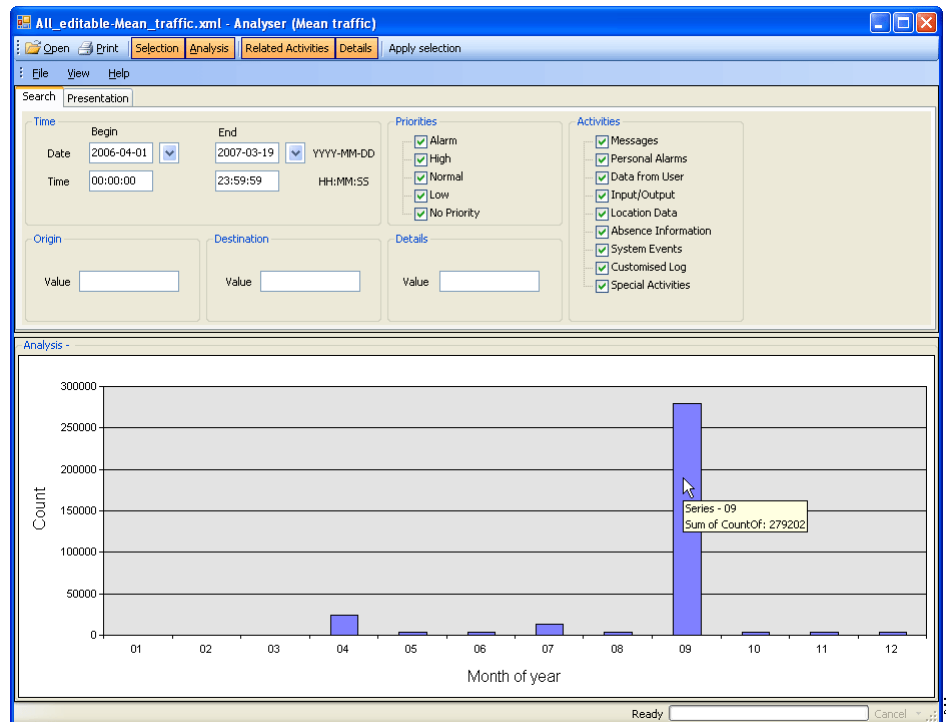


Figure 22. Mean traffic analysis.

#### 7.2.4 Peak Traffic Analysis

- 1 Use the "Open" button in the toolbar or select File>Open in the menu to load a saved Peak Traffic analysis.
- 2 Click "OK".

The *Selection* pane and an empty *Analysis* pane are opened. In the *Selection* pane, the Search tab is active.

#### Set the Interval to Analyse

See [Set the Interval to Analyse](#) on page 29.

#### Filter Priorities

See [Filter Priorities](#) on page 30.

#### Filter Activities

See [Filter Activities](#) on page 30.

#### Select Origin

See [Select Origin](#) on page 30.

#### Select Destination

See [Select Destination](#) on page 30.

### Enter Details to Search for

See [Enter Details to Search for](#) on page 30.

### Set Period

See [Set Period](#) on page 31.

### View the Analysis

1 Click the "Apply selection" button in the toolbar.

The progress bar at the bottom of the window indicates that the Unite Log Analyser is fetching data from the log database.

2 A bar graph showing the data appears in the *Analysis* pane.

To view period details, place the mouse cursor over a bar in the graph. A tooltip shows the following information about the period covered by the bar:

- The minute, hour, date, week number, month, or year of the period covered by the bar, depending on the selected period division.
- The number of events in the period.

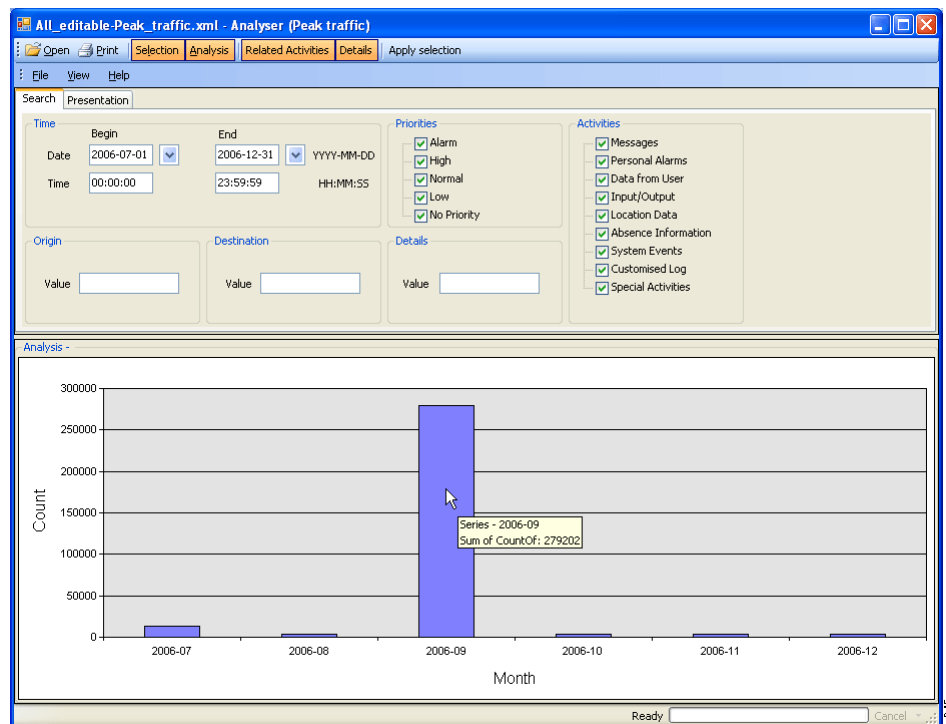


Figure 23. Peak traffic analysis.

## 7.3 Export an Analysis

It is possible to export an analysis for use in an external program, for example in a Microsoft PowerPoint presentation or Microsoft Word document.

### 7.3.1 Export an Activities over Time, a Mean Traffic, or a Peak Traffic Analysis

An *Activities over time*, a *Mean Traffic*, and a *Peak Traffic* analysis is exported as a picture.

- 1 Right-click in the *Analysis* pane.
- 2 Select "Copy".
- 3 Switch to the program you wish to use the analysis in.
- 4 Use the paste function in the program to insert the analysis in.

### 7.3.2 Export a Data View Analysis

Data from the *Data view* analysis is exported in different formats, depending on which part of the analysis is exported, as shown in [figure 18](#) on page 27.

| Data               | Format |
|--------------------|--------|
| Activities         | Table  |
| Related Activities | Table  |
| Details            | Text   |

Figure 24. Format of data exported from a Data view analysis.

#### Export Activities Data

- 1 Select the rows you wish to export from the *Activities* table. Select multiple rows by pressing Ctrl and clicking on each of the desired rows, by pressing shift and clicking on the first and last of the desired rows, or by right clicking in the table and selecting the "Select All" option.
- 2 Right-click on the *Activities* table.
- 3 Select "Copy".
- 4 Open the program you wish to use the analysis in.
- 5 Use the paste function in the program to insert the analysis.

#### Export Related Activities Data

- 1 Select the rows you wish to export from the *Related Activities* table. Select multiple rows by pressing Ctrl and clicking on each of the desired rows, by pressing shift and clicking on the first and last of the desired rows, or by right clicking in the table and selecting the "Select All" option.
- 2 Right-click on the *Related Activities* table.
- 3 Select "Copy".
- 4 Open the program you wish to use the data in.
- 5 Use the paste function in the program to insert the data in.

#### Export Details

- 1 Click the desired row in the *Activities* table.
- 2 Click the desired row in the *Related Activities* table.

- 3 Right-click in the *Details* text field. All text in the field is selected. Alternatively, click and drag to select the text you wish to export, and then right-click in the *Details* text field.
- 4 Select "Copy"
- 5 Open the program you wish to use the data in.
- 6 Use the paste function in the program to insert the data in.

## 7.4 Select Panes to be Viewed

The default setting is to show both panes.

### Turn the Selection pane on or off

In the toolbar, click the "Selection" button.

### Turn the Analysis pane on or off

In the toolbar, click the "Analysis" button.

## 8 Troubleshooting

### 8.1 Troubleshoot the Unite Log Database

#### 8.1.1 Unite Log Database Cannot Connect to Database Server during Installation

If the Unite Log cannot connect to the Microsoft SQL server during installation, the error dialogue box in [figure 25](#) on page 38 appears.

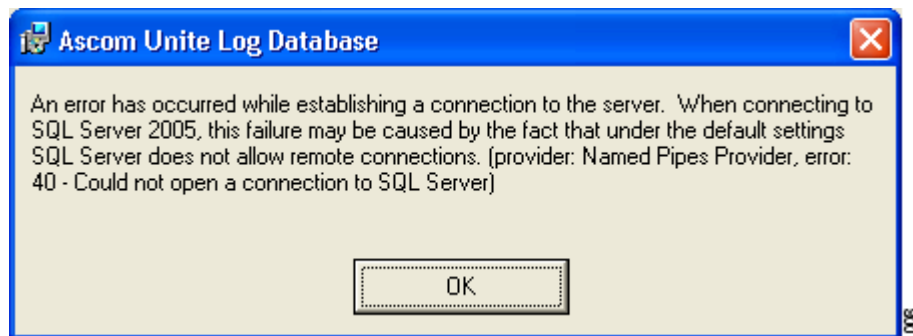


Figure 25.

This means that either the SQL server is unavailable or that you have provided an incorrect username or password.

### Make Sure the Microsoft SQL Server Is Available

- 1 In the *Start* menu, select Control Panel>Administrative Tools>Add or Remove Programs.  
If Microsoft SQL Server 2005 is missing from the list of installed programs, install Microsoft SQL Server 2005.

- 2 In the *Start* menu, select Control Panel>Administrative Tools>Services  
Make sure that the SQL Server service is running. If it is not running, continue to [Make Sure the Correct Username and Password Have Been Provided](#) on page 39.

### Make Sure the Correct Username and Password Have Been Provided

- 1 In the *Services* window, right-click *SQL Server (SQLEXPRESS)*.
- 2 Select "Start"  
If the SQL Server service does not start, continue with the steps below.
- 3 Double-click the *SQL Server (SQLEXPRESS)*.
- 4 In the *Log On* tab, click the "This account:" radio button.
- 5 Enter the correct account and password.
- 6 Click "OK".
- 7 In the *Services* window, right-click *SQL Server (SQLEXPRESS)*.
- 8 Select "Start".  
The SQL Server service should now be started.

## 8.2 Troubleshoot the Unite Log Collector

### 8.2.1 The Collector Service Fails to Start

If the Collector service fails to start, a dialogue box with the message "The Ascom Unite Log Collector service on Local Computer started and then stopped. Some services stop automatically if they have no work to do, for example, the Performance Logs and Alert service."

- 1 In the *Start* menu, select Control Panel>Administrative Tools>Event Viewer.
- 2 In the *Event Viewer* window, click *Application*.  
Look for an error event with Collector as its source.

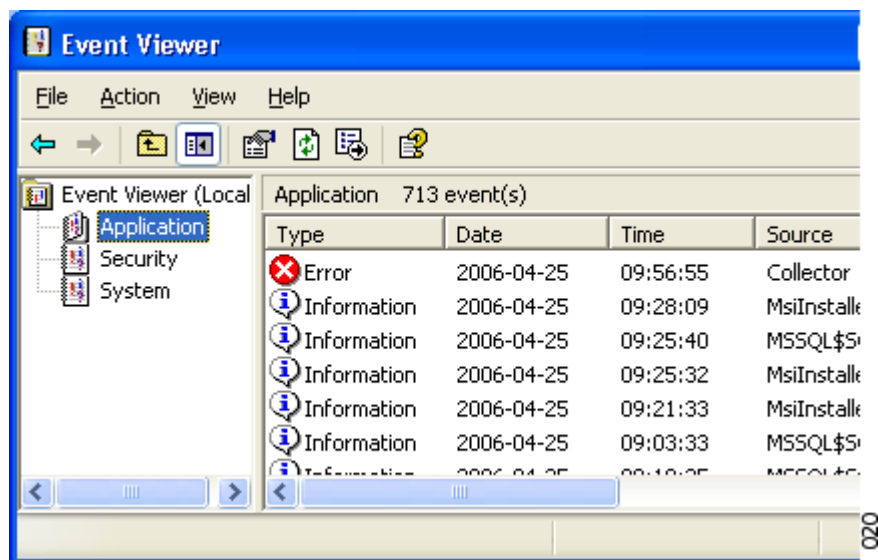
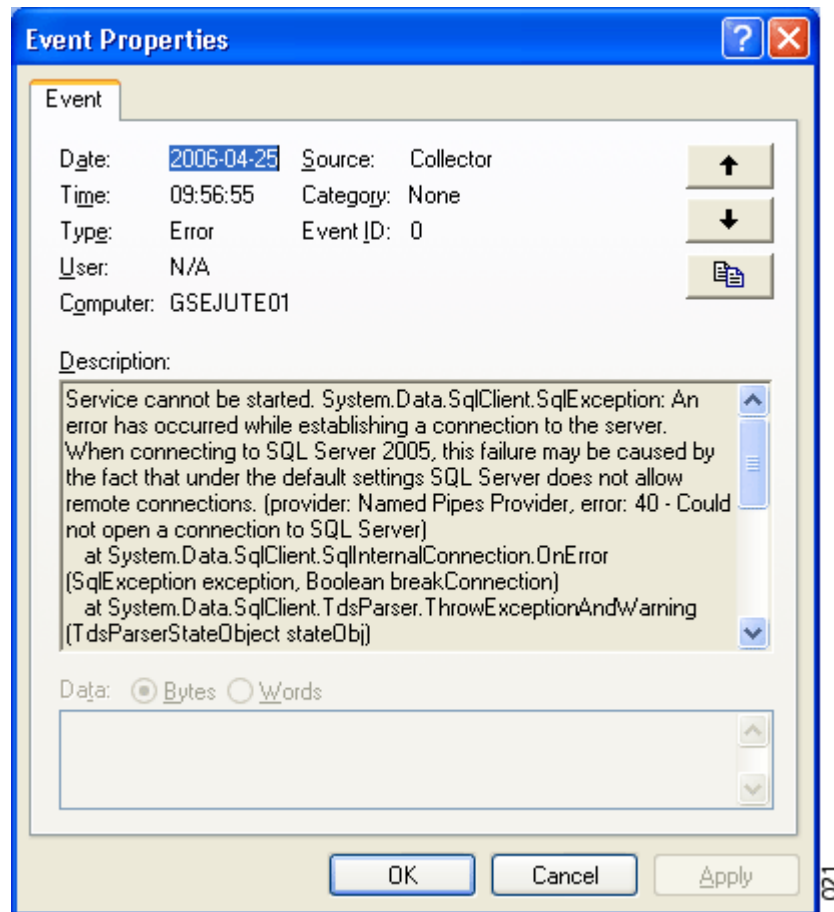


Figure 26. An error event with the Collector as its source shown in the Event Viewer.

- 3 Double-click on the event.

The *Event Properties* window appears. The text in the *Description* text field shows that the Collector service is unable to connect to the database.



- 4 Open *C:\Program Files\Ascom\Unite Log Collector\Ascom.Analyser.Collector.exe.config* for editing in a text editor or XML editor.
- 5 Correct the *Connection String* parameter
- 6 Set the *Debug* parameter to "True" to turn on extensive event logging (set this parameter to "False" and restart the service when finished with the troubleshooting).
- 7 Save the file and exit the editor.
- 8 In the *Start* menu, select *Control Panel>Administrative Tools>Services*
- 9 In the *Services* window, right-click *Ascom Unite Log Collector*.
- 10 Choose *Start*.  
[Figure 27](#) on page 41 shows how a correctly configured Collector service should look in *Services*.
- 11 When

|                             |                  |         |           |                 |
|-----------------------------|------------------|---------|-----------|-----------------|
| Application Layer Gatew...  | Provides su...   | Started | Manual    | Local Service   |
| Application Management      | Provides so...   | Started | Manual    | Local System    |
| Ascom Unite Log Collector   | Log file coll... | Started | Automatic | Local System    |
| ASP.NET State Service       | Provides su...   |         | Manual    | Network Service |
| Automatic Updates           | Enables the...   | Started | Automatic | Local System    |
| Background Intelligent T... | Transfers d...   | Started | Manual    | Local System    |

Figure 27. A correctly configured Collector service as shown in the Services window.

Figure 28 on page 41 shows the events generated by the Unite Log Collector in the Event Viewer. Several events are generated because the Unite Log Collector is running in debug mode.

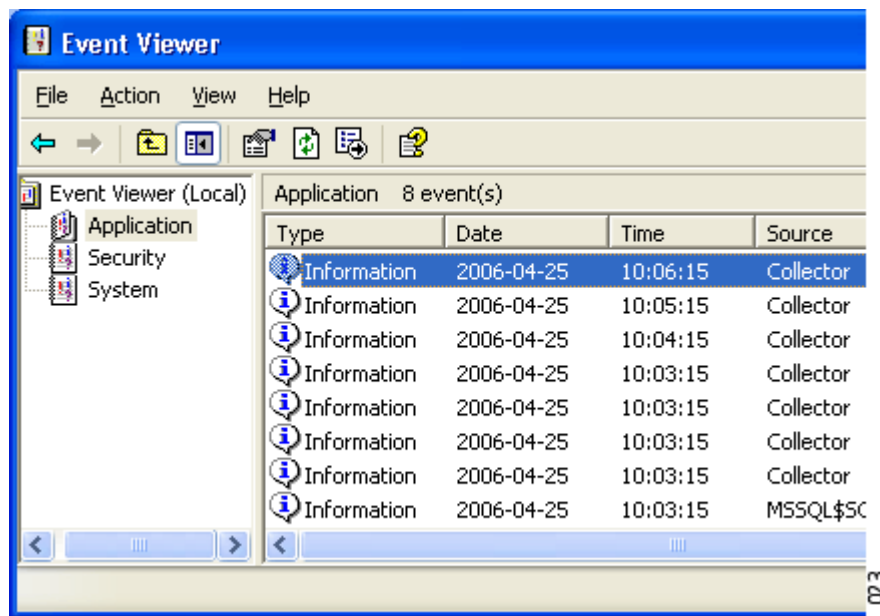


Figure 28. The Event Viewer showing the events generated by the Unite Log Collector in debug mode.

### 8.2.2 The Unite Log Collector Stops Collecting Log Files

If the Unite Log Collector stops collecting log files, no new events show up when analysing log files in the Unite Log Analyzer and the log files are not deleted from the ftp server.

- 1 In the *Start* menu, select Control Panel>Administrative Tools>Services
- 2 In the *Services* window, check that the SQL Server is started.  
If it is stopped, right click on the service and select "Start".
- 3 In the *Services* window, check that the Ascom Unite Log Collector is started.  
If it is stopped, do the following:
- 4 Open *C:\Program Files\Ascom\Unite Log Collector\Ascom.Analyser.Collector.exe.config* for editing in a text editor or XML editor.
- 5 Set the *Debug* parameter to "True" to turn on extensive event logging (set this parameter to "False" and restart the service when finished with the troubleshooting).

- 6 Save the file and exit the editor.
- 7 In the *Start* menu, select Control Panel>Administrative Tools>Services
- 8 In the *Services* window, right-click *Ascom Unite Log Collector* and select "Start".
- 1 In the *Start* menu, select Control Panel>Administrative Tools>Event Viewer.
- 2 In the *Event Viewer* window, click *Application*.
- 3 Look for any error events with Collector as its source.
- 4 Double-click on the events. The *Event Properties* window appears. Copy the text in the *Description* text field for each of the error events and paste the descriptions into a text file. These descriptions will be needed by Ascom technical support to track down the problem.
- 5 Contact Ascom technical support.

### 8.3 Troubleshoot the Unite Log Analyser

## 9 Related Documents

|  |            |
|--|------------|
| System Planning Unite                  | TD 92258GB |
| Installation and Operation Manual, ESS | TD 92253GB |