

Administrator Log Search

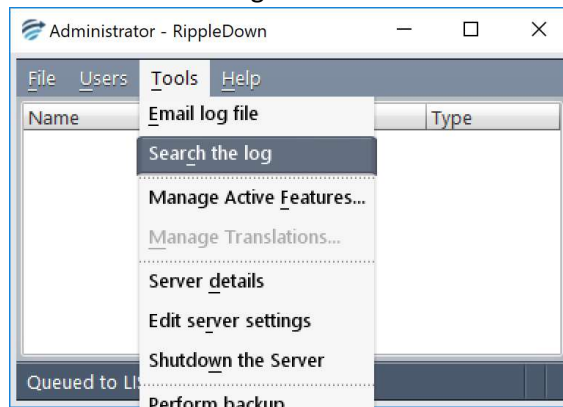
If a user reports an issue, there are a few ways you can investigate the issue to gather the required information:

- Search the Administrator log to find the history of the case within RippleDown.
- Search for the case in RippleDown
- Search for the message sent to RippleDown
- Search for the message sent back from RippleDown

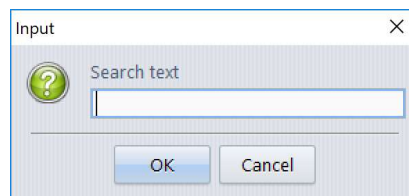
Searching the Administrator Log

To find the history of a case in RippleDown, you can search the Administrator logs. This will show all log entries containing the search text. To perform this search:

1. Log in to the Administrator module using your username and password.
2. From the Tools menu, select “Search the log”



3. Enter the case name you want to search for



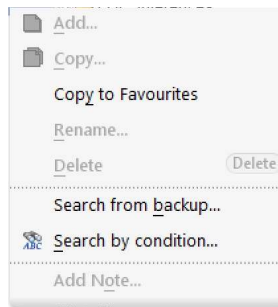
4. After the search is complete, the log entries for the case will be displayed.



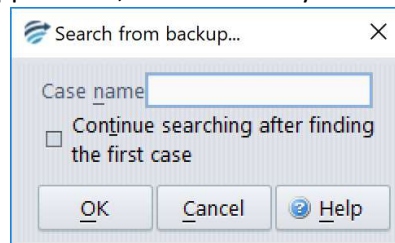
Search for a case in RippleDown

To find the case within RippleDown, you can search within the Knowledge Builder. This will show you the case and all current rules which are applied.

1. Log into the Knowledge Builder using your username and password.
2. From the File menu, open the relevant project.
3. Go to the Archive case list.
4. Right click anywhere within the Archive case list window and select “Search from backup...”



5. Enter the case name you want to search for. As there may be more than one version of the case that has been sent to RippleDown, tick the box if you would like all versions.



6. The application will then search all archived files. A progress bar will be shown in the bottom left hand side of the screen.
7. Once the case has been found, the case will appear at the bottom of the Search case list.

Search for the messages sent to and from RippleDown

To find the messages sent to and from RippleDown:

- Go to the Installation folder/projects/backup/archive
- The in messages will end in panel name.in
- The messages out will end in panel name.out

The current days messages will be within this location. Any previous messages will be held in the “zips” folder in this location.

Name	Type	Date modified	Size
000000023.INSTALLTEST.in	IN File	19/09/2017 2:44 PM	4 KB
000000023.INSTALLTEST.out	OUT File	19/09/2017 2:44 PM	1 KB
000000024.INSTALLTEST.in	IN File	19/09/2017 2:46 PM	5 KB
000000024.INSTALLTEST.out	OUT File	19/09/2017 2:46 PM	1 KB
000000025.INSTALLTEST.in	IN File	19/09/2017 2:49 PM	5 KB
000000025.INSTALLTEST.out	OUT File	19/09/2017 2:49 PM	1 KB
000000026.INSTALLTEST.in	IN File	19/09/2017 3:01 PM	6 KB
000000026.INSTALLTEST.out	OUT File	19/09/2017 3:01 PM	1 KB
000000027.INSTALLTEST.in	IN File	19/09/2017 3:12 PM	1 KB
000000027.INSTALLTEST.out	OUT File	19/09/2017 3:12 PM	1 KB
000000028.INSTALLTEST.in	IN File	19/09/2017 3:16 PM	2 KB
000000028.INSTALLTEST.out	OUT File	19/09/2017 3:16 PM	1 KB