

# Licensing Diagnostics

## *(Using Reprise Server)*

### Overview

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Reprise provides a way to collect diagnostic information into a text file. You can then email PentaLogix this information. The steps shown below are for Windows 7, but can be adapted for the other versions of Windows.

### Quick Steps For Collecting Diagnostic Info

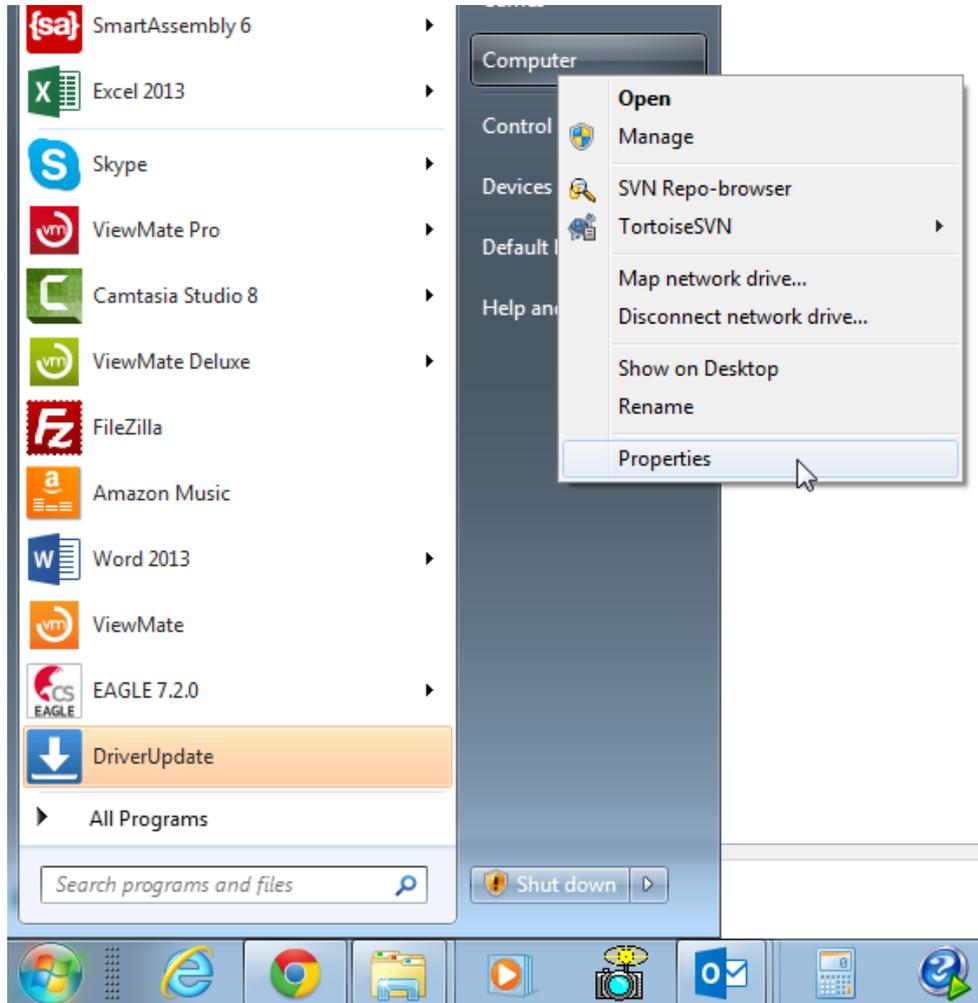
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For users familiar with Windows.

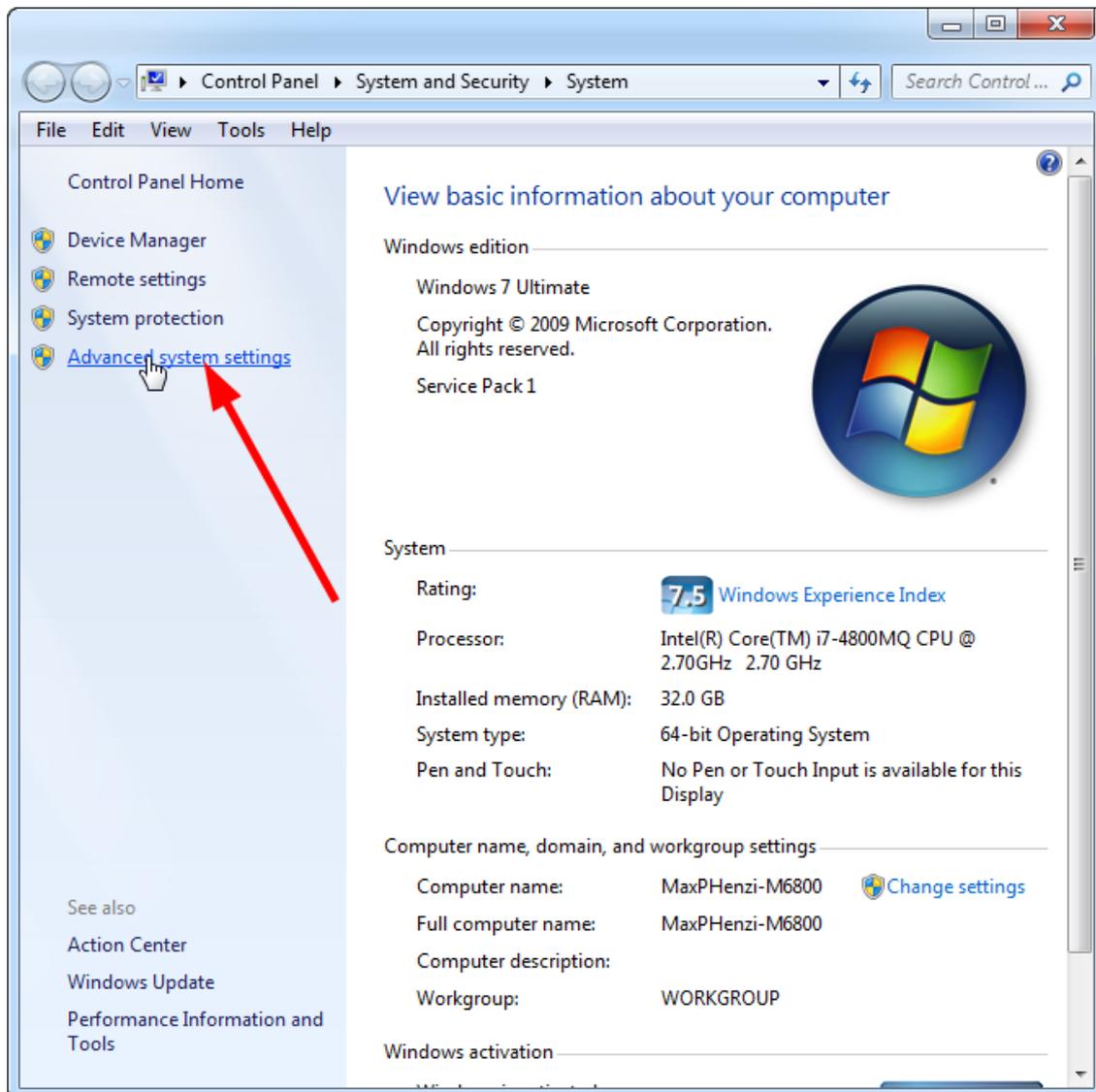
1. Set the Windows environment variable "**RML\_DIAGNOSTICS**" to the full path of a file where the diagnostics will be written. Make sure the folder has write permissions.
2. Run the PentaLogix app that has licensing issues. Close the app or wait for it to close.
3. Email [support@pentalogix.com](mailto:support@pentalogix.com) the file from step 1.
4. Remove the "RML\_DIAGNOSTICS" environment variable.

## Detailed Steps For Collecting Diagnostic Info

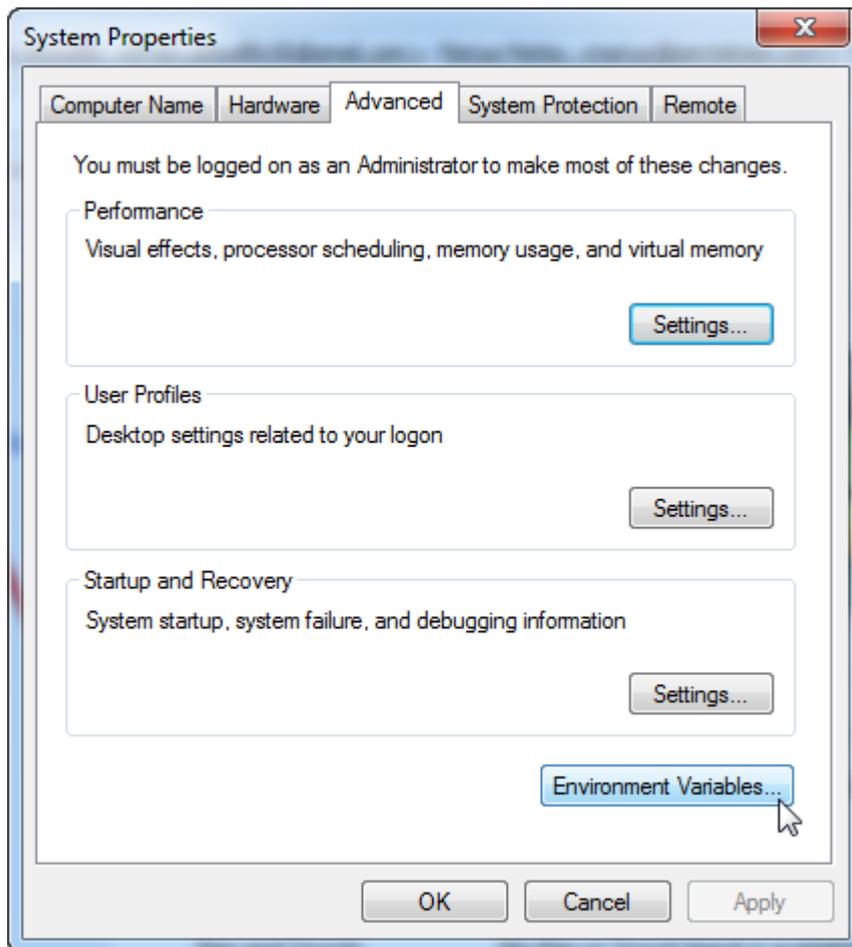
1. Click on "Start", then right click on "Computer", and then click on "Properties"



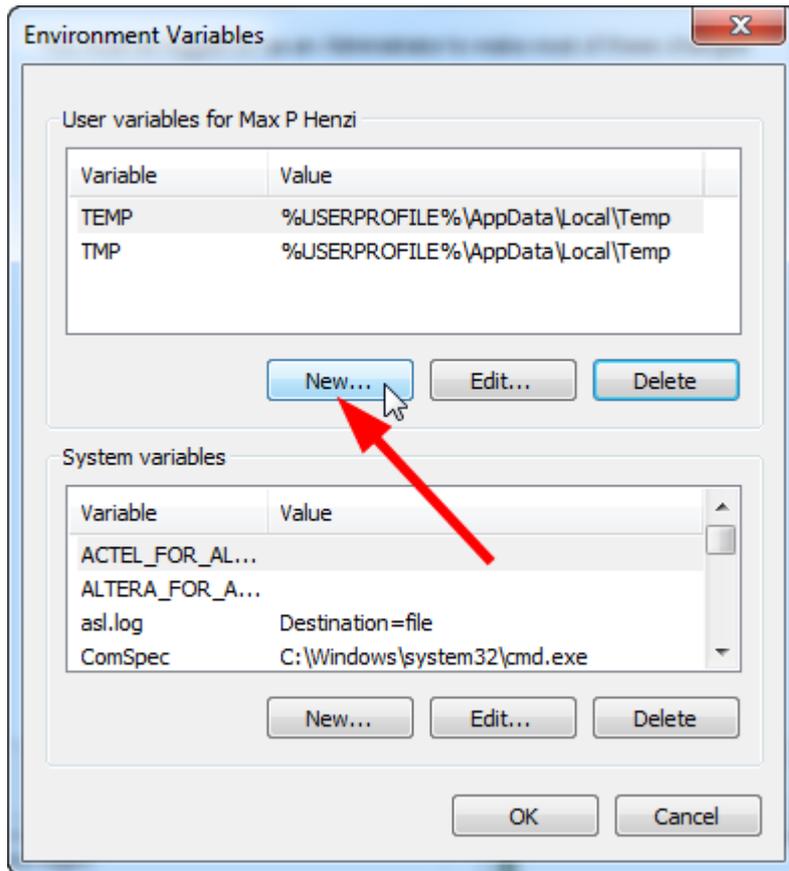
2. Click on the “Advanced system settings” link.



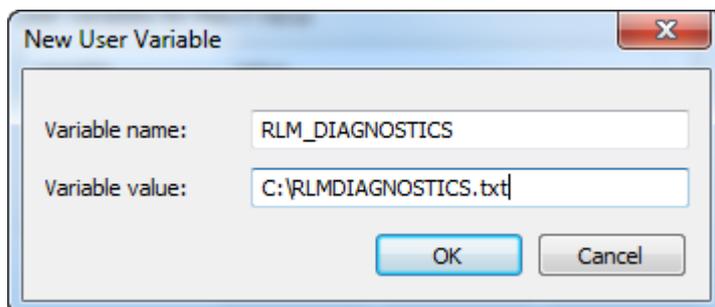
3. On the "Advanced" tab, click on the "Environment Variables" button.



- Click on the “New...” button



- Set the “Variable name” field to “**RLM\_DIAGNOSTICS**”.  
Set the “Variable value” field to the name of the file where you want RLM to write the diagnostic file. Click “OK”.  
Note the value should be the whole pathname of the file.  
Make sure it is in a folder that has write permissions. The example below is for illustration purposes only. On some systems the root of the C: drive is not writeable without administrative privileges, so best to pick a safer location.



- Run the PentaLogix application that has licensing issues. After you stop it (or it stops), send us the file that you named above.  
[support@pentalogix.com](mailto:support@pentalogix.com)
- Delete the added “RLM\_DIAGNOSTICS” environment variable.

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