

## **Licensing Diagnostics**

(Using Reprise Server)

## Overview

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**

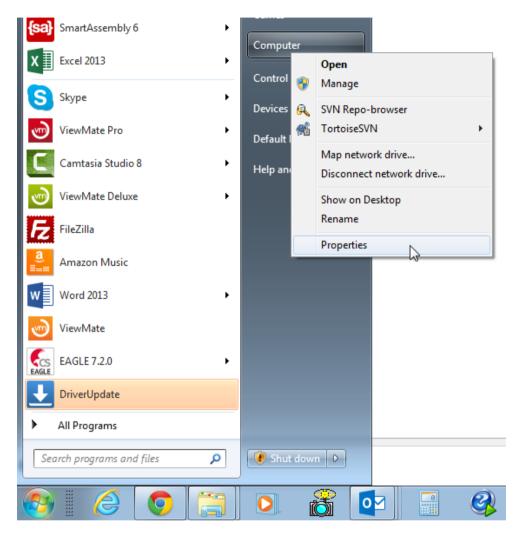
For users familiar with Windows.

- 1. Set the Windows environment variable "**RLM\_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 <u>support@pentalogix.com</u> the file from step 1.
- 4. Remove the "RML\_DIAGNOSTICS" environment variable.



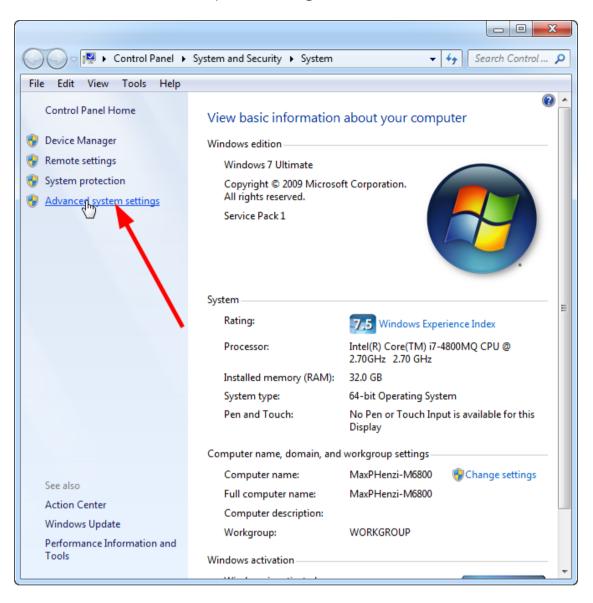
## **Detailed Steps For Collecting Diagnostic Info**

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.

s	ystem Properties
ſ	Computer Name Hardware Advanced System Protection Remote
	You must be logged on as an Administrator to make most of these changes. Performance
	Visual effects, processor scheduling, memory usage, and virtual memory       Settings       Settings
	User Profiles Desktop settings related to your logon
	Settings
	Startup and Recovery
	System startup, system failure, and debugging information       Settings
	Environment Variables
	OK Cancel Apply



4. Click on the "New..." button

Environment Variable	es 🛛 🗙
User variables for I	Max P Henzi
Variable	Value
TEMP	%USERPROFILE%\AppData\Local\Temp
TMP	%USERPROFILE%\AppData\Local\Temp
System variables	New Edit Delete
Variable ACTEL_FOR_AL. ALTERA_FOR_A	
asl.log	Destination=file
ComSpec	C:\Windows\system32\cmd.exe
	New Edit Delete
	OK Cancel

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.

Variable name:	RLM_DIAGNOSTICS
Variable value:	C:\RLMDIAGNOSTICS.txt
	OK Cancel

- 6. Run the PentaLogix application that has licensing issues. After you stop it (or it stops), send us the file that you named above. <u>support@pentalogix.com</u>
- 7. Delete the added "RLM\_DIAGNOSTICS" environment variable.



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