

# Trace Version

In case of a problem it may become necessary to produce a trace output for the Software AG support team. The trace output is created during normal Adabas Manager function:

- On *UNIX platforms* it is written to the folder **trace** in the Adabas Manager installation directory.
- On *Windows platforms* it is written to the folder **trace** in the application data directory, which contains application data for all users. Typical paths are:
  - C:\Documents and Settings\All Users\Application Data\Software AG\Adabas Manager 7.7.4\trace
  - C:\ProgramData\Software AG\Adabas Manager 7.7.4\trace

## Note:

The trace mode can only be activated if the trace version of the binaries was installed during the installation of Adabas Manager.

### To activate the trace mode:

1. Expand the tree-view frame for the managed host by clicking on the plus sign (+) to the left of its name.
2. Select Adabas Manager in tree-view and right-click it.
3. Select **Activate Trace Version** on the drop-down menu.
4. Carry out the function which causes the problem.

A trace report is written , which you can supply to your Software AG support team.

### To deactivate the trace mode:

1. Expand the tree-view frame for the managed host by clicking on the plus sign (+) to the left of its name.
2. Select Adabas Manager in tree-view and right-click it.
3. Select **Deactivate Trace Version** on the drop-down menu.

The trace version is deactivated.