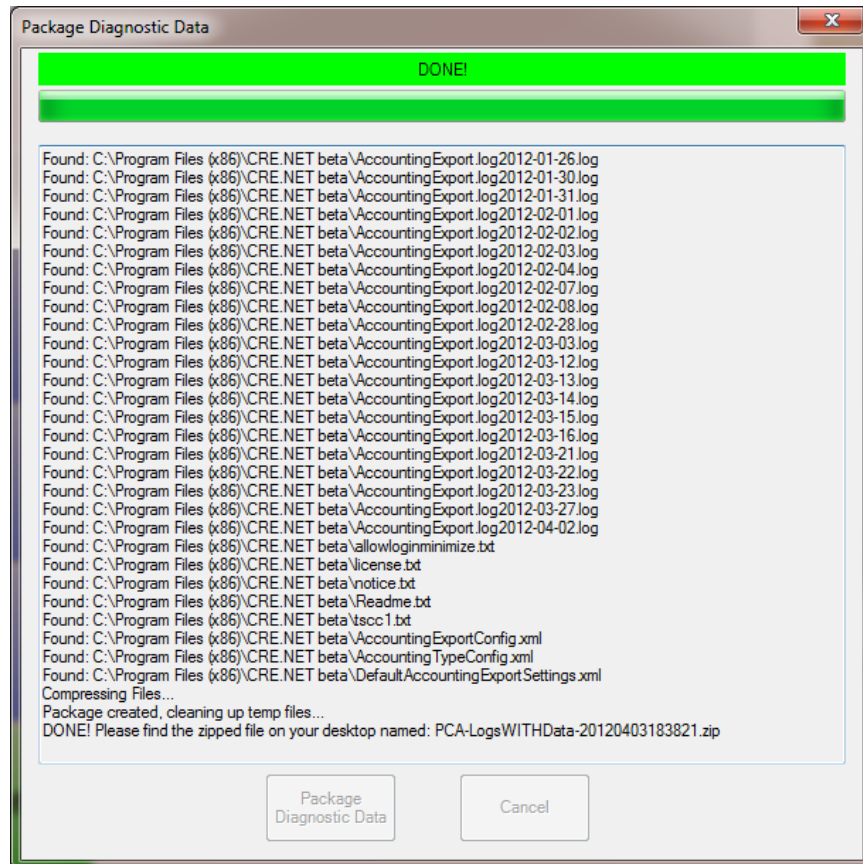


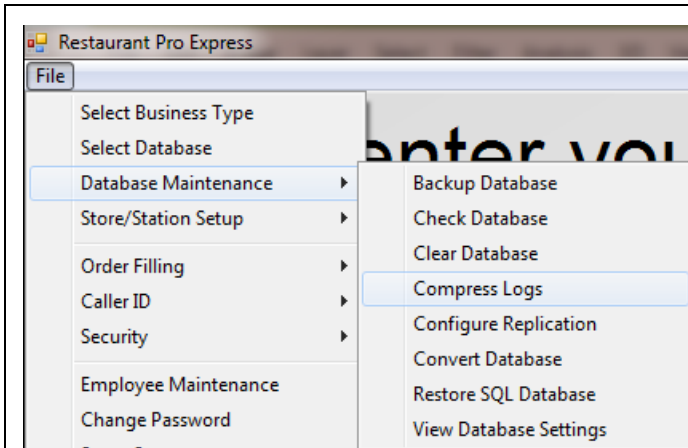
Using the Compress Logs Feature



The Compress Logs feature was designed as an easier way for tech support to gather all the log files as well as a copy of the database for testing and diagnostic purposes.

This tool can be useful when trying to diagnose any issues that may occur.

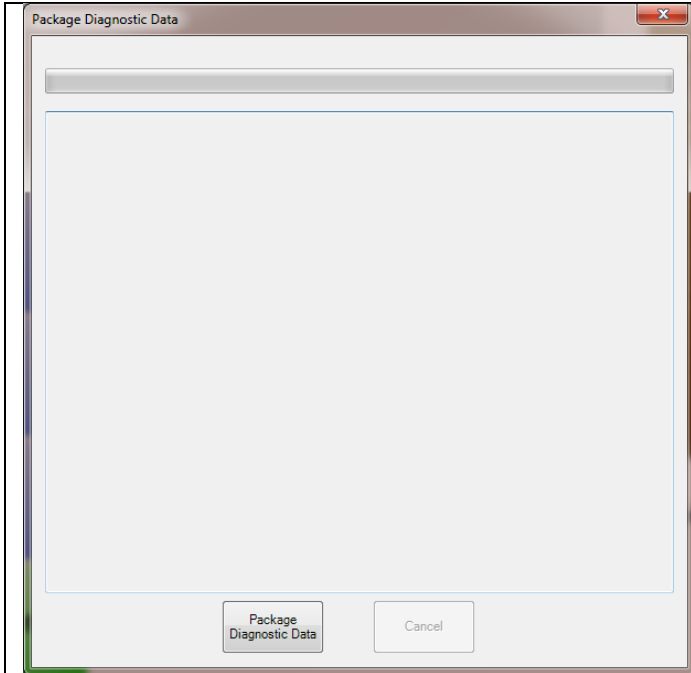
Using the Compress Logs Feature



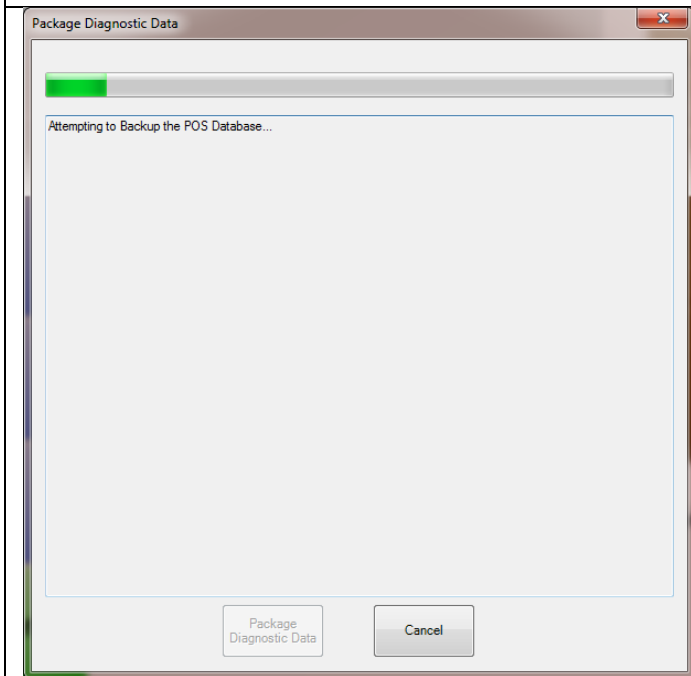
1. At the Login screen of CRE/RPE Select File then select database Maintenance and finally select Compress Logs.



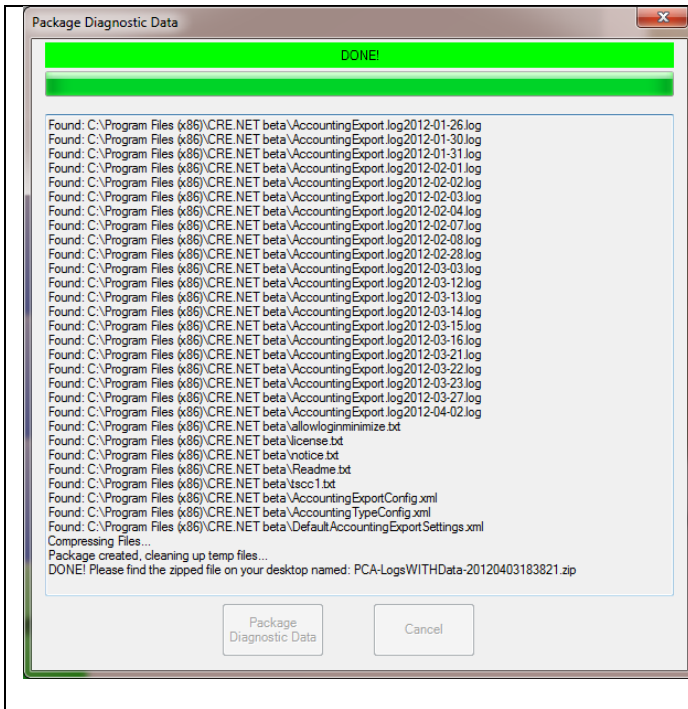
2. Enter your administrator password and then select **OK**.



3. Select **Package Diagnostic Data**.



4. The database along with all the log files related to CRE/RPE will then be gathered into one file.



5. You will be prompted when the operation has completed.

After closing the above window, navigate to the desktop. You should see a .zip file on your desktop that includes the CRE/RPE database and all the log files related to CRE/RPE in the following naming format:

PCA-Logs [WITH or WITHOUT] Data – [year][month][day][hour][min][sec].zip

For example:

PCA-LogsWITHData-20120403183821.zip

The technician may need the above .zip file for troubleshooting purposes and they may ask you to transfer it to them using the pcAmerica file transfer service.