

CybraryN™ KB Article

Generating a CheckIt Log File

Issue

The CheckIt Utility is used to examine the CybraryN™ Software configuration and diagnose issues that may occur during setup. Occasionally, CybraryN™ Technical Support will request a log file from the CheckIt Utility to help diagnose an issue with the software.

Solution

1. Log into Windows with the user profile from which the CybraryN™ Software is normally run.
2. Close the CybraryN™ Software (if necessary) and explore to the CybraryN™ software installation directory (usually **c:\tdmenu**)
3. Double click **CheckIt.exe**
4. After CheckIt has completed testing your configuration, click the **Log File** button and save this log file.