

Preparing a Support Archive

If you are experiencing technical problems, such as test process failure, the best way to remedy the problem is to create a zip archive containing the source file(s) that caused that failure (if applicable), as well as related test information, then send that zip file to Parasoft's support team. On average, these archives are about half a megabyte, and are created in about one minute.

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Creating a Support Archive in Command Line

You can configure dotTEST DTP Engine to create a package for technical support. Add the following settings to your .properties configuration file:

```
techsupport.enabled=true  
techsupport.create.on.exit=true  
techsupport.archive.location=[OUTPUT DIRECTORY]
```

A technical support package will be created in the output directory at the end of an analysis run.

You need to escape the colon and the backslashes to specify the package location. The following example shows what the path may look like:

```
C:\\Project\\MailSystem\\Report
```

You can also collect logs manually from the following location (the domain name may need to be replaced with the machine name:

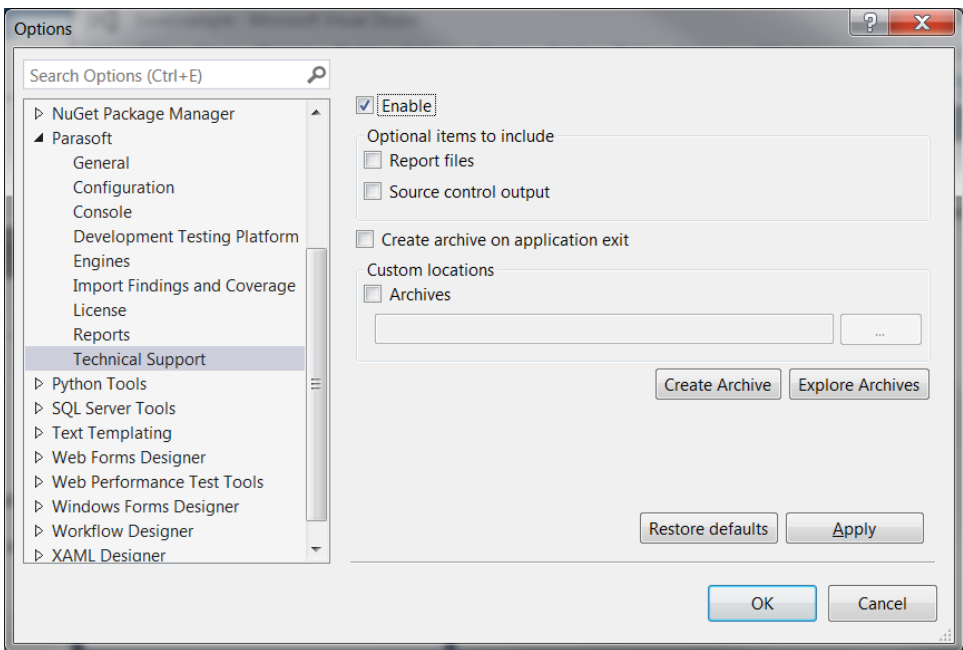
```
%ProgramData%\Parasoft\dotTEST\
```

If you run dotTEST DTP Engine with Visual Studio, additional logs can be collected from:

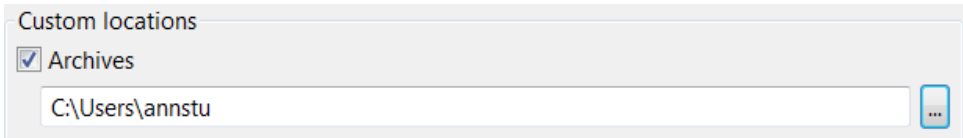
```
%localappdata%\Parasoft\DtpPlugin\logs\
```

Creating a Support Archive in the IDE

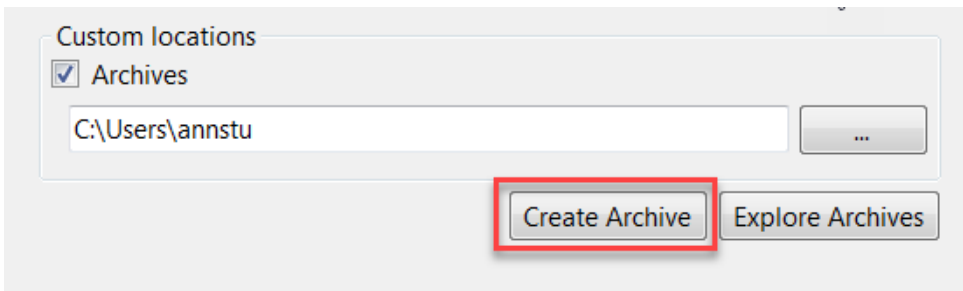
1. In your IDE, click **Parasoft** in the menu bar and choose **Options**.
2. Select **Technical Support**.
3. Enable the **Enable** option and choose any additional options.



4. (Optional) Enable the **Archives** option and specify the custom location where created archives will be placed. If a custom location is not specified, archives will be created in the default workspace location (click **Explore Archives** to view the location).



- 5. Click **Apply**.
- 6. Click **Create Archive**.



When creating a support archive it is best to ensure that it contains all the information that is relevant to the problem, while avoiding unrelated information.

To access recent support archives:

- 1. Click **Parasoft** in the menu bar and choose **Options**.
- 2. Select **Technical Support**.
- 3. Click **Explore Archives** to view the archives created in the specified location or in the default workspace location.

