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4. Troubleshooting

4.1. activate debug logging

Procedure

1.	In the Windows notification area, right-click the ISV icon and select Preferences.
2.	Go to the Modules tab and select either Debug for normal debug logging or Trace for the highest log level.
3.	Three. Click OK.
4.	In EPLAN, start the integration function that caused the problem and try to replicate it.

Note:



Debug and Trace are not recommended for normal operation as they significantly affect integration performance. Use these settings only for problem analysis and then reset the protocol level to Normal.

Result

The defined protocol level logs errors, warnings and other information. All temporary files are stored between module runs.

4.2 Report problem

Procedure

1.	Select Help > Report Problem from the menu bar of the current module. The dialog for reporting problems opens.
2.	Optional: Select whether you want to take a screenshot or not.
3.	Do not change the already activated log files and continue.
4.	Click Save to Disk to save the report to disk. Upload it to the FFG - MAG - IT Tracker and describe your problem in detail so that we can help you as soon as possible.