Diagnostics Utility

Purpose	Record CAREWare Business Tier activity and timing to help jProg investigate performance problems.
Who should do this	CAREWare administrators or designated IT/support staff with Central Administration access.
Use this guide when	A CAREWare task is slow or intermittently fails and support requests diagnostic evidence.
Main warning	Run diagnostics only long enough to reproduce the issue; extended runs can create large TXT files.
Reference	CAREWare Diagnostics Utility and CW Admin Utility

Quick path

Central Administration > Administrative Options > Server Management > Turn diagnostics On or Off > Get Diagnostics File

Before you begin

- Identify the exact slow task and estimate how long it takes to reproduce.
- Arrange a short test window and note the approximate time and provider involved.
- Confirm permission to share diagnostic files with jProg support.

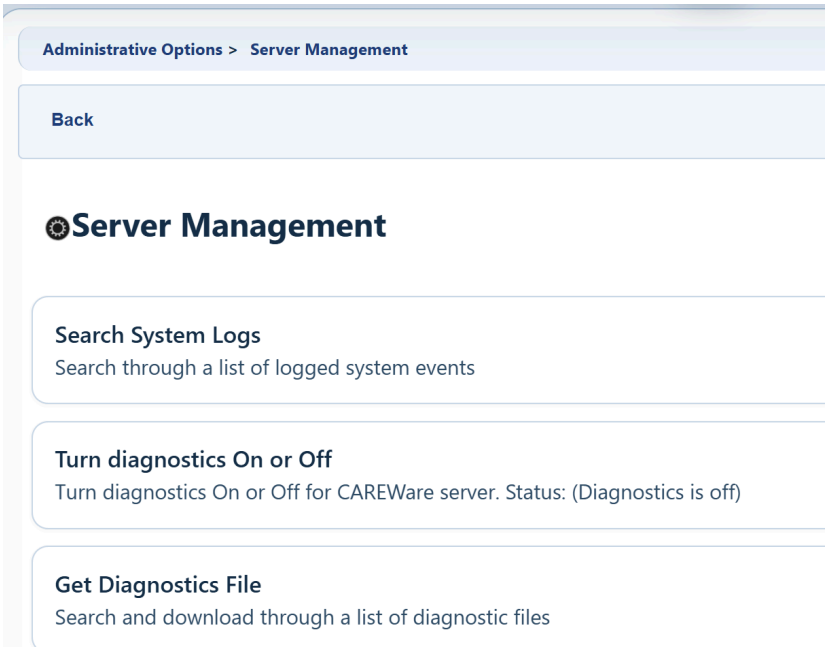
Important:
Diagnostic files may contain operational details. Review your organization's data-sharing procedures before sending them.

Start the Diagnostics Utility

Step 1. Log in to Central Administration.

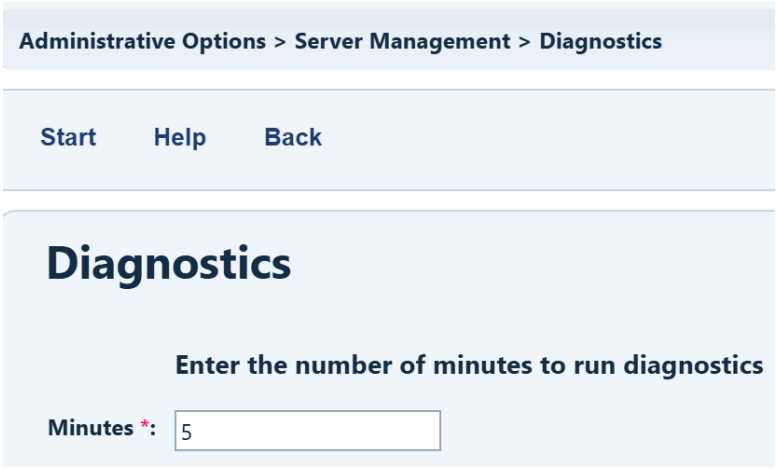
Step 2. Click Administrative Options, then open Server Management.

Step 3. Click Turn diagnostics On or Off.



Step 4. Enter the estimated time in the Number of Minutes field.

Step 5. Click Start, then reproduce the performance issue while diagnostics are running.



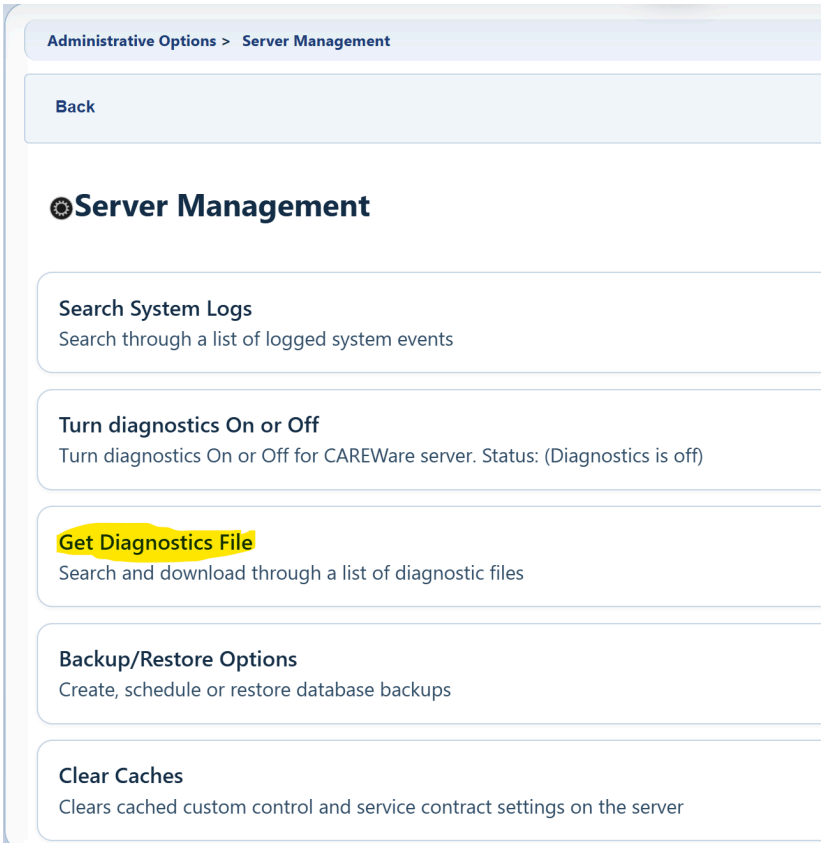
To check the time remaining, reopen Turn diagnostics On or Off. Click Stop to end recording early, or Cancel to return without stopping it.

> Tip
> Choose the shortest practical duration that captures the problem. You may switch from Central Administration to a data-entry provider while recording.
>
> After a control contains production data, do not change its meaning. Create a new control when the business meaning changes, then deactivate the old control after reviewing reports, imports, exports, and staff workflows.

Find and review the diagnostics file

Step 6. Return to Central Administration > Administrative Options > Server Management.

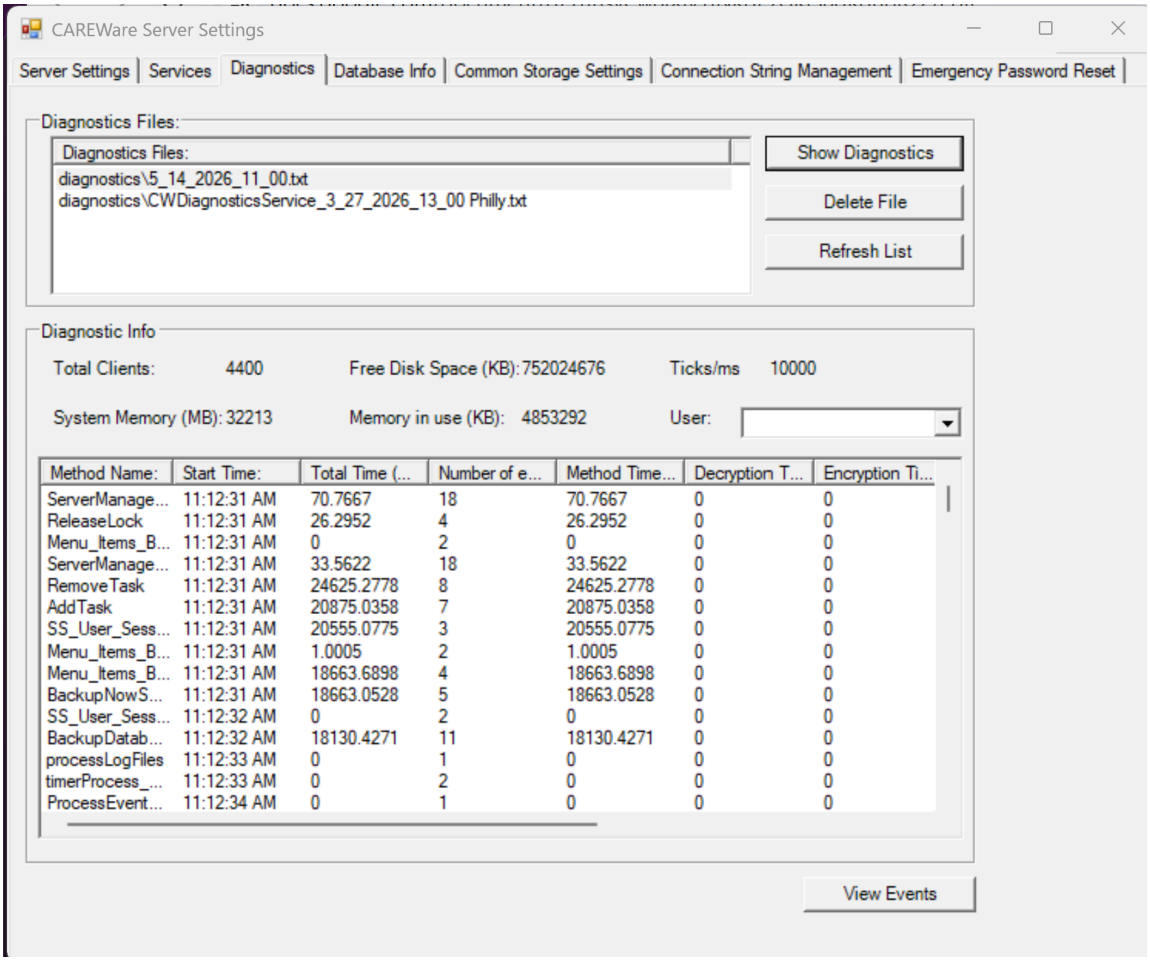
Step 7. Click Get Diagnostics File and locate the file created during the test.



Alternatively, review files directly on the CAREWare Business Tier server using CW Admin Utility.

Step 8. On the server, open C:\Program Files\CAREWare Business Tier, right-click CW Admin, and select Run as Administrator.

Step 9. Open the Diagnostics tab, select the dated file, and click Show Diagnostics.



Send diagnostic output to jProg

Step 10. On the Business Tier server, locate the TXT file in the CAREWare Business Tier\diagnostics folder.

Step 11. Send the relevant file to cwhelp@jprog.com with the approximate time, affected task, provider, and a concise description of the issue.

Important:
Avoid changing server configuration or deleting diagnostic files while collecting evidence unless directed by your administrator or jProg support.

Diagnostics controls

Control	What it does
Start	Begins diagnostic recording for the specified number of minutes.
Minutes	Enter the length of time the diagnostics should run for.
Get Diagnostics File	Locates diagnostic files through the CAREWare interface.

Control	What it does
Show Diagnostics	Opens the selected diagnostic file in CW Admin Utility.

Tip:
The number of minutes should be set to the minimum amount of time required to trigger the issue. During this time, users should be attempting to trigger the problem. Ideally as many users knowledgeable about the issue as possible.

Troubleshooting and common questions

Why is the file very large? Use a shorter recording interval and reproduce only the relevant task.

Why is the file not listed? Confirm the recording finished, refresh the list, and check the Business Tier diagnostics folder.

Why can’t CW Admin open correctly? Right-click CW Admin and choose Run as Administrator.

Related CAREWare guides and resources

Resource	How it helps
CW Admin Utility	Run the administrative tool and review diagnostics files.