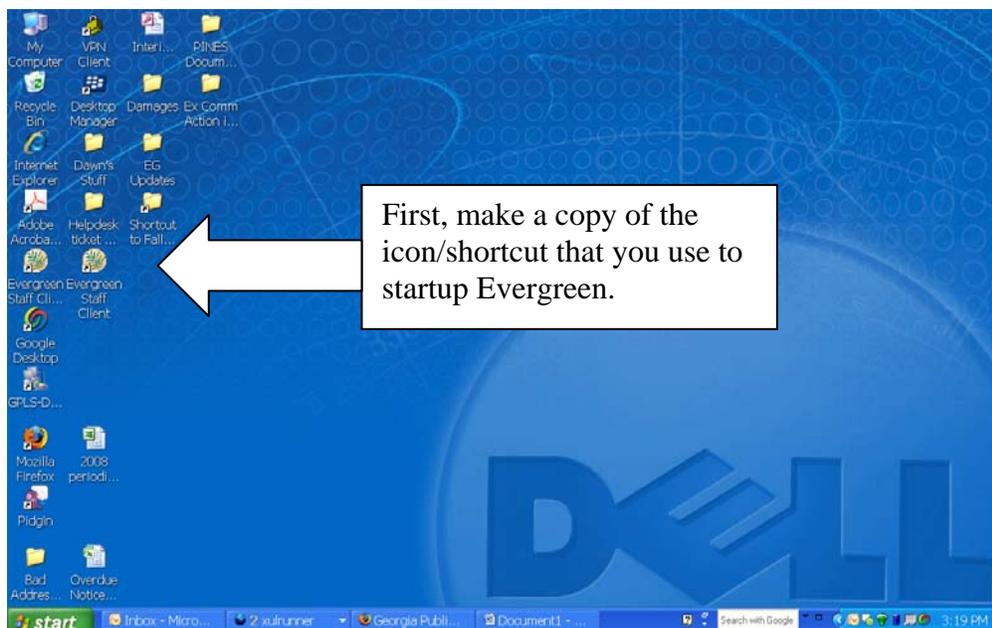




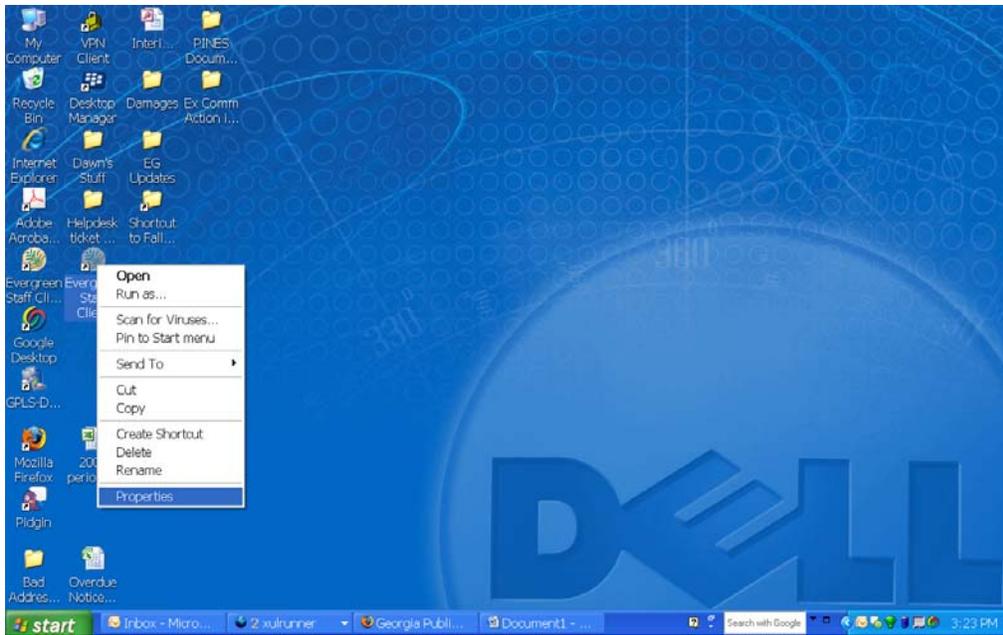
Setting up the debug window

Here's something you can add to your debugging arsenal, though it might require help from your local IT staff to setup if they have your system locked down.

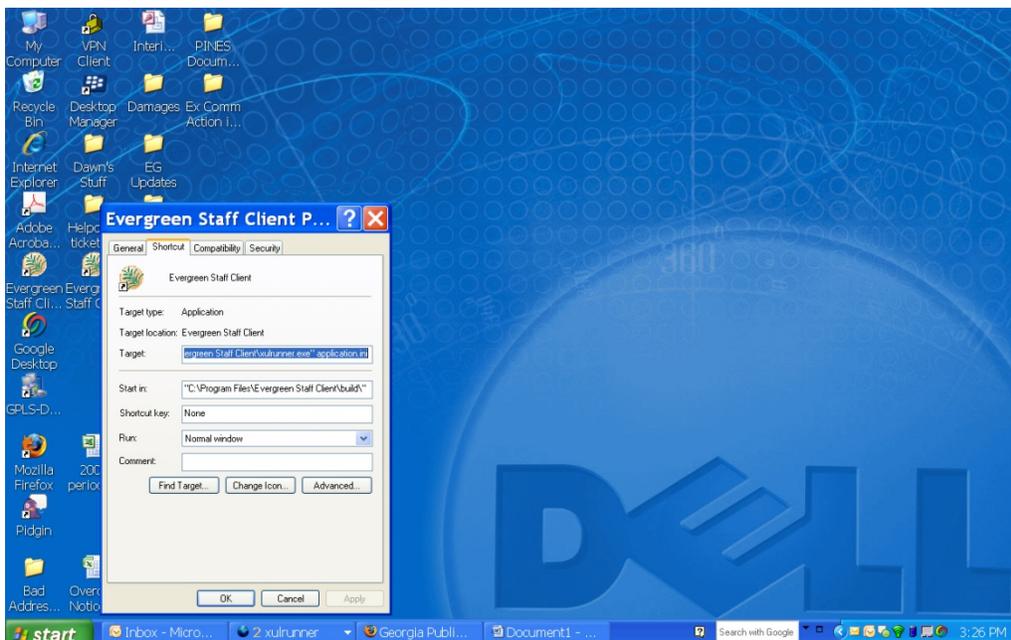
First, make a copy of the icon/shortcut (instructions for this are in the toolkit under creating a shortcut) that you use to startup Evergreen.



Now right-click on that new Evergreen icon/shortcut and choose Properties;

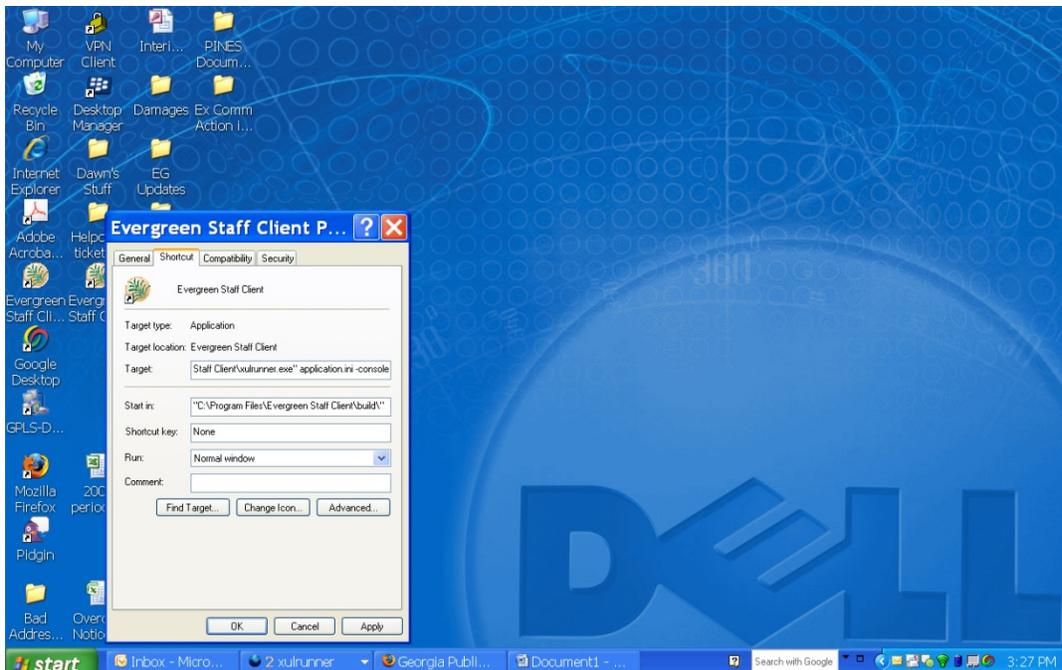


A window should show up with a field labeled Target being highlighted.

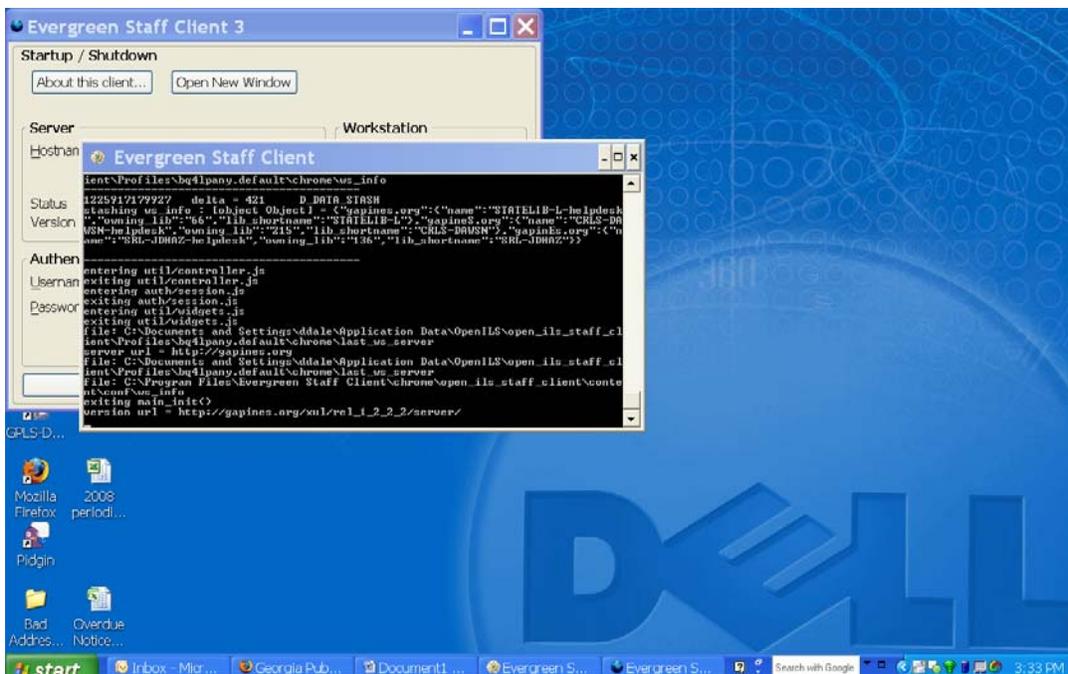


If you press the right-arrow key or the End key, the cursor should move to the end of that previously highlighted text, the last part of which should say “application.ini”.

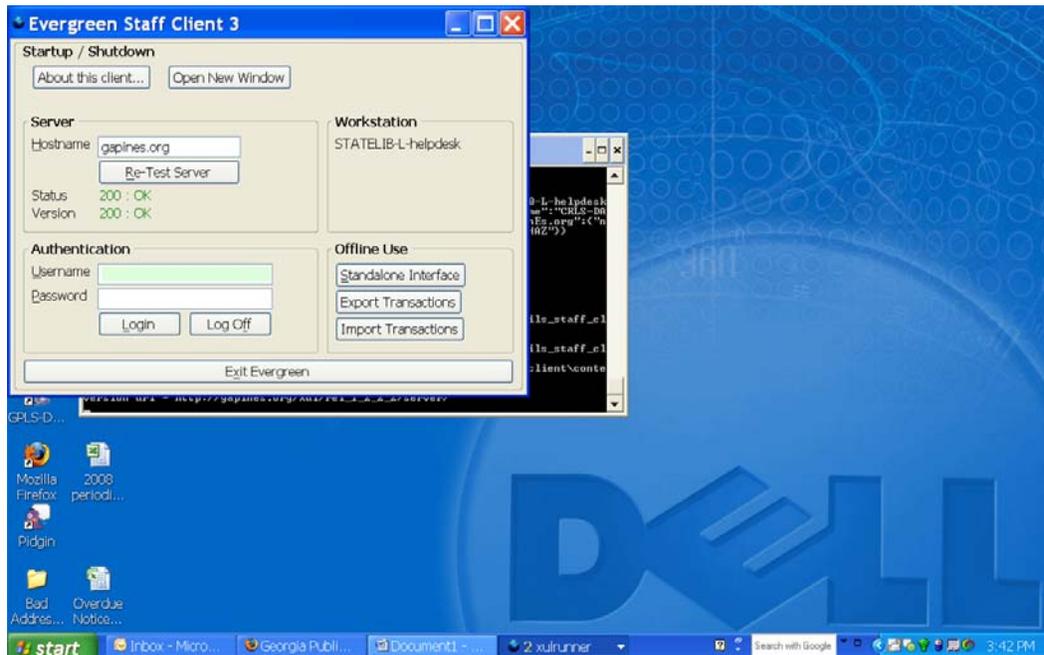
Change “application.ini” to say “application.ini -console”, and then hit Apply and OK



Completely restart the staff client with that same icon/shortcut, there will be an extra window with a black background.



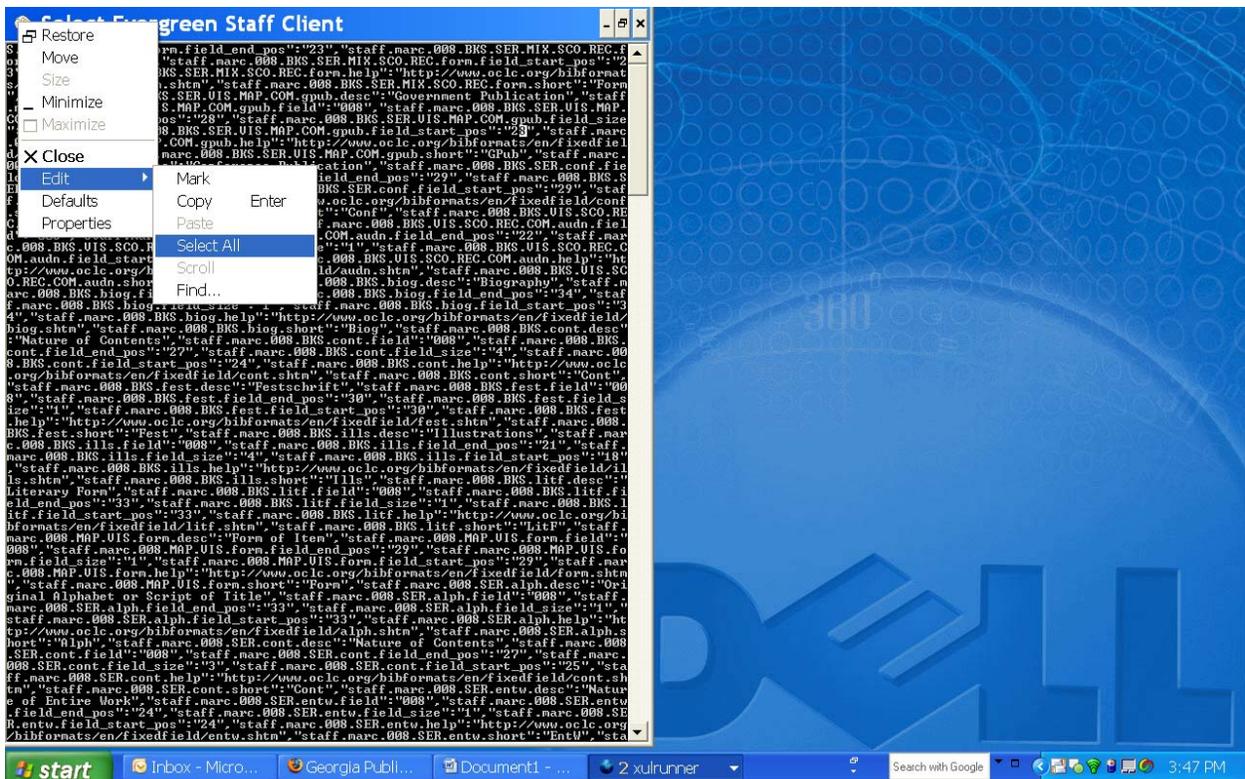
We call this the debug window. You can click on the login screen to bring it to the front or just minimize this window and continue to login to Evergreen.



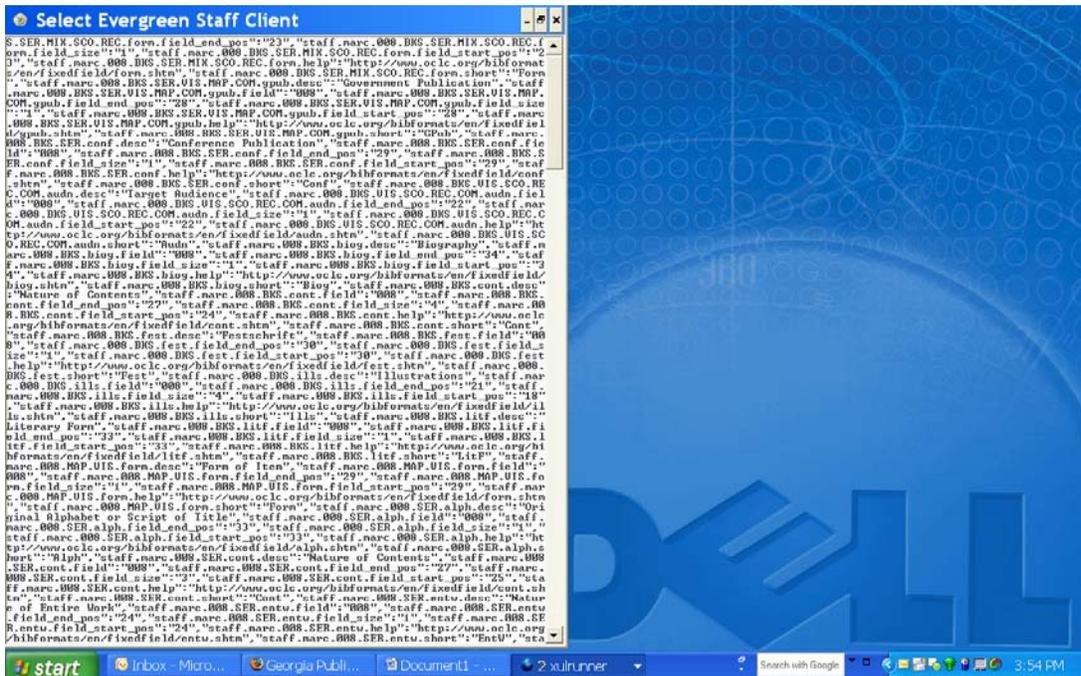
When you have an error come up, open this debug box and take a screenshot of its contents.(maybe after maximizing it to full size) or copy and paste* the contents to a word document right after any bug happens, it could help us a lot. You can never send too many screen shot, they are very helpful.

*Instructions for copy and pasting from the debug screen.

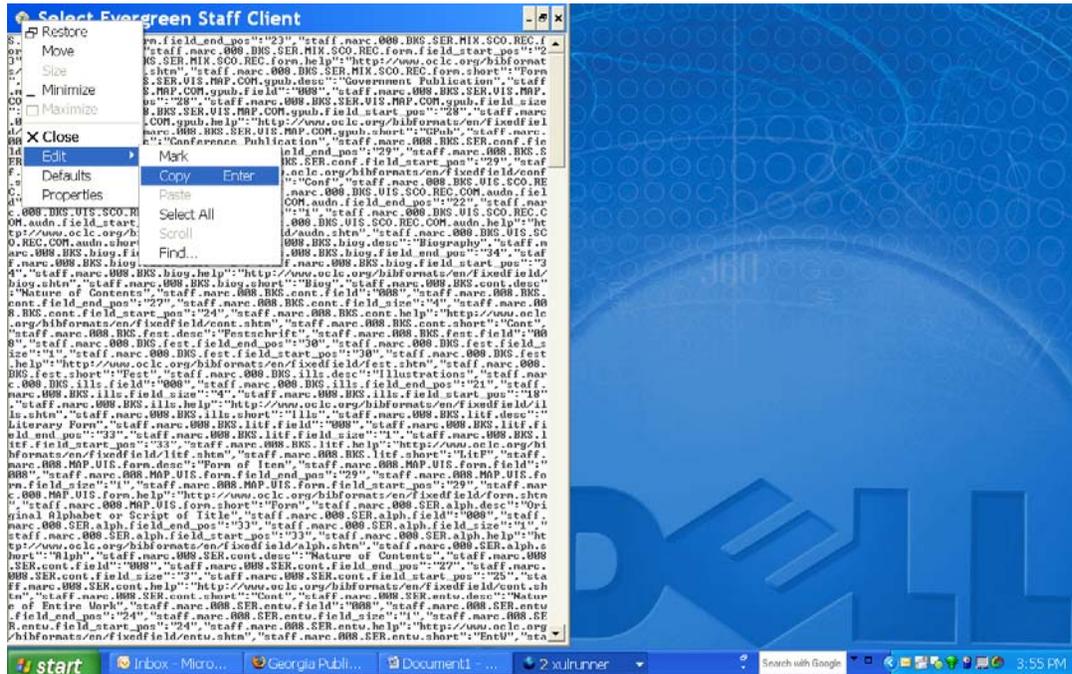
Right click on the Evergreen icon in the upper left corner of the debug screen. Choose “Edit” and then “Select All”.



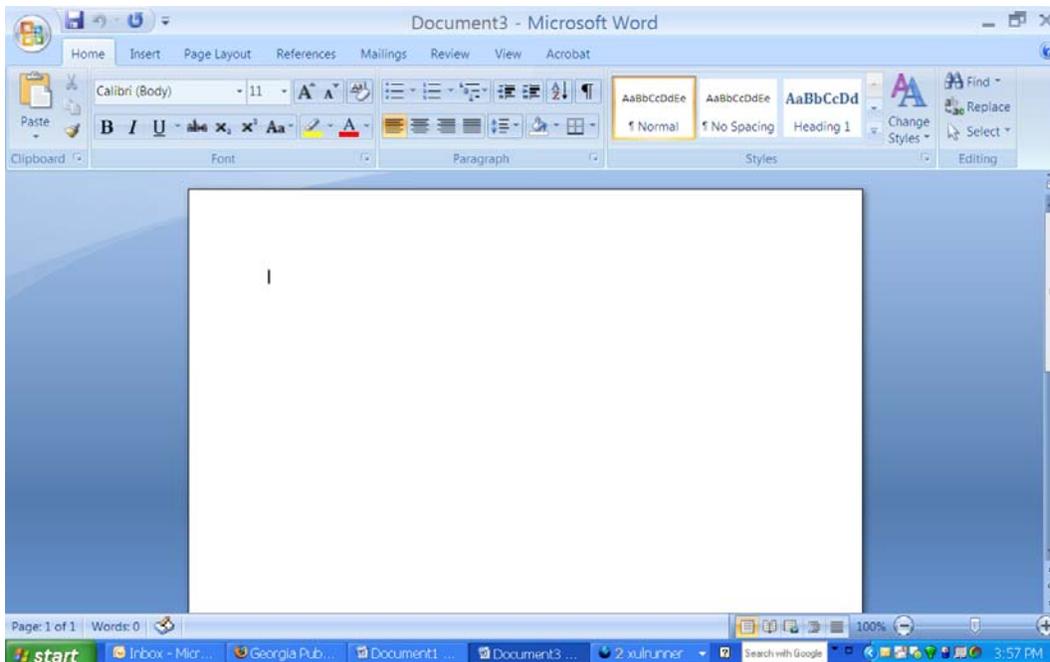
When you have chosen “Select All” the appearance of the screen will change from a black background with white lettering to a white background with black lettering.



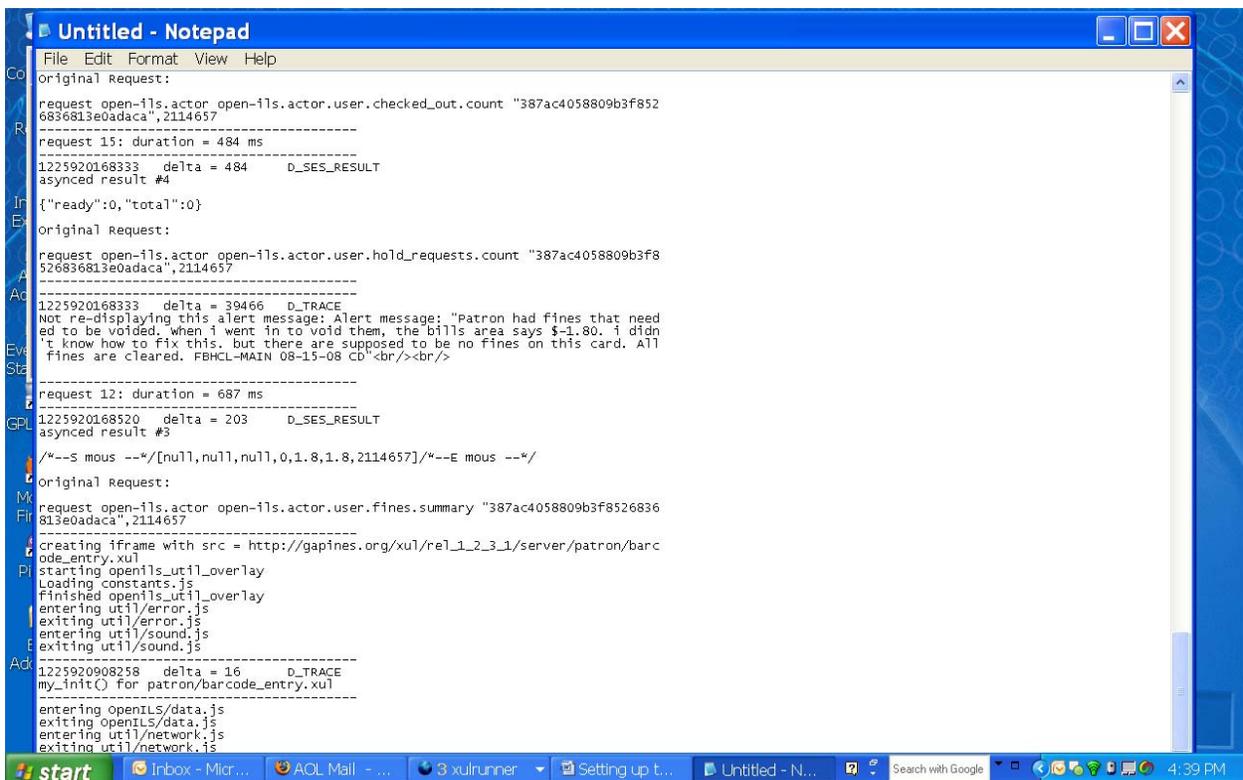
Now right click on the Evergreen icon again and choose “Edit” then “Copy”. (The debug screen will return to the black background and white lettering when you do this.)



Open a new note pad document.



Paste the information from the debug screen to the new document.



Save the note pad file on your computer so that you can send this documentation to the helpdesk.

