

## CalMAN Software

### Error Logging

When CalMAN generates an error, it is often due to a failure of CalMAN to communicate properly with an external hardware or software device. If you do encounter a CalMAN error, it is often helpful to enable CalMAN's full logging options while you recreate the problem.

CalMAN is capable of logging the operations that occurred prior to and during error conditions. CalMAN has extensive error logging options that are not normally enabled, to minimize disk utilization during normal operation.

Once you have enabled full CalMAN logging and have recreated the original problem, the complete CalMAN log file can be sent to SpectraCal Support. This will usually assist the CalMAN support and development team in troubleshooting the issue to provide the necessary solution and/or temporary work-around.

To collect a CalMAN log file with full logging enabled:

1. On the CalMAN main menu, select "Logging."
2. On the *Logging* dialog, enable all the *Logging Options*.
3. Close the *Logging* dialog.
4. Run through the same CalMAN processes that previously resulted in a CalMAN error. Repeat the processes, if necessary, until the error occurs.
5. If the error results in CalMAN closing, re-open CalMAN.
6. On the CalMAN main menu, select "Logging."
7. On the *Logging* dialog, double-click the log file at the top of the *Log Files* list. This will result in the log file being opened in Notepad.
8. Save a copy of the log file to a convenient location (e.g. the Desktop).
9. Disable all *Logging Options* except "Errors."
10. Generate an email to [support@spectracal.com](mailto:support@spectracal.com). Describe the CalMAN measurement or calibration conditions that resulted in the error and attach a copy of the CalMAN log file.