Options for receiving the Java log file

In a Web-client log files are used to diagnose the system, determine the causes of failures and find the most effective way of solving them. To display the log file errors that occur in the course of Web-client operation, activate Java Console. To do this:

1. run **ConFig Java** in the menu **StartProgramsJava onfigure Java**;
2. go to the **Advanced** tab (Fig. 1,1), set the parameter **Java consoleShow console** (Fig. 1,2) and click **OK** (Fig. 1,3) to apply the configuration.

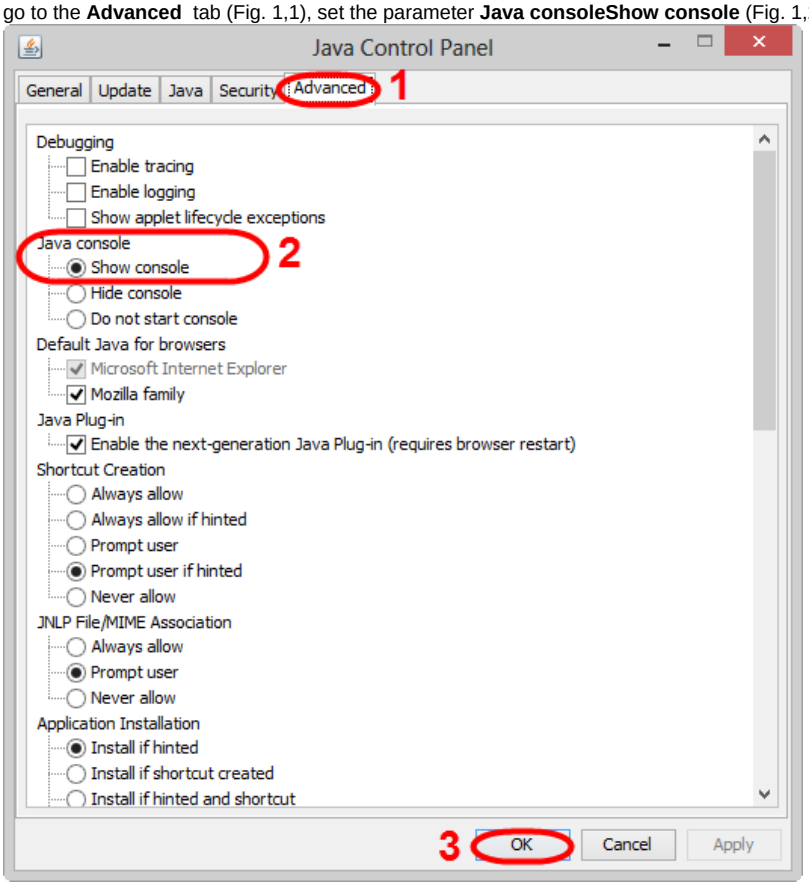


Fig. 1 – running Java Console

Thus if an error occurs when running the Java-applet, a window with technical information will pop on the screen (Fig. 2). In this window, click **Write a letter to support**.

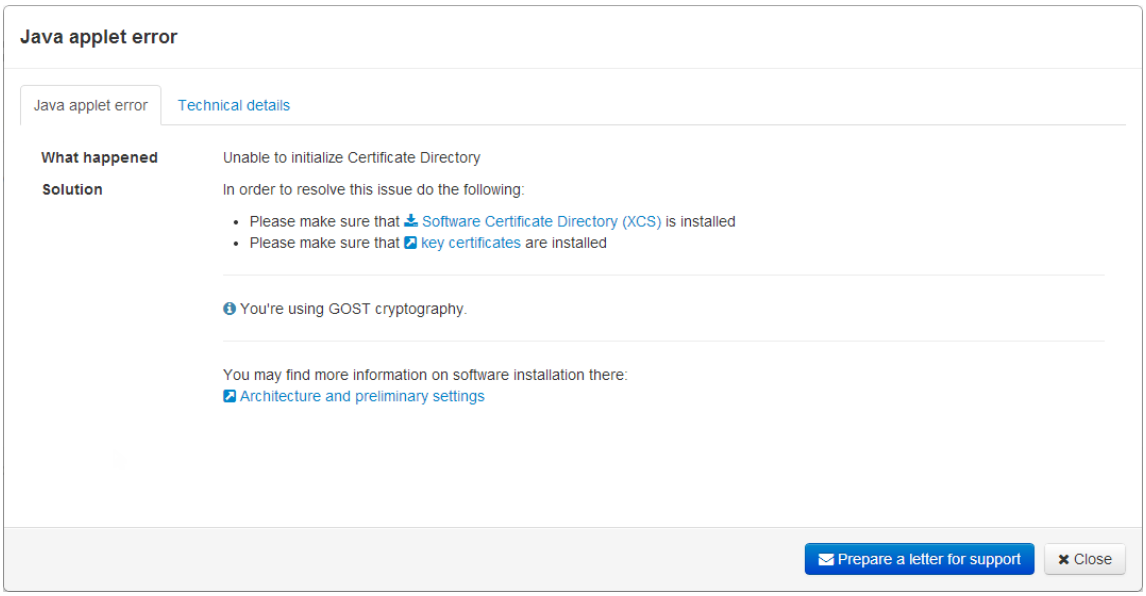


Fig. 2 – window informing about an error

This opens the **Java-applet diagnostics** window (Fig. 3), in which you need to click **Download** to download the log file with error code.

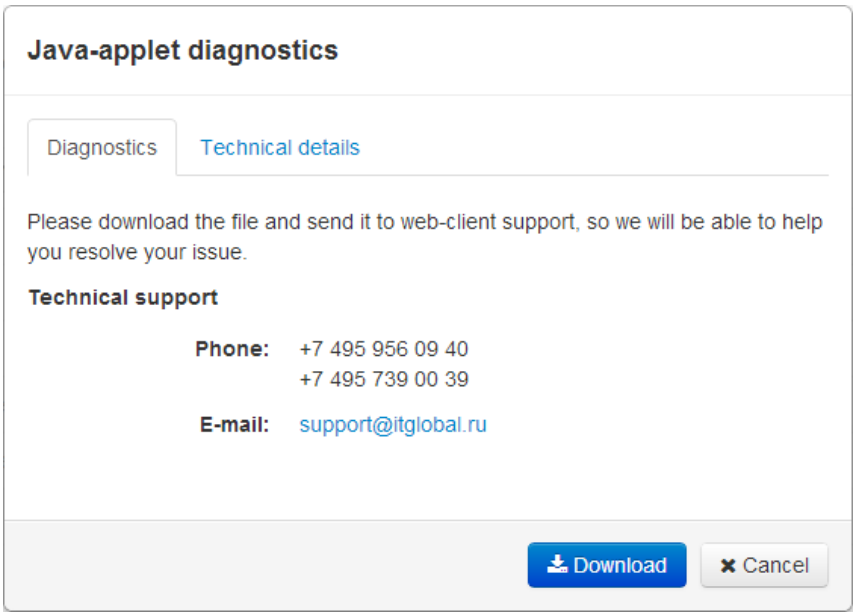


Fig. 3 – Download log file

After that the control panel will display a red icon (Fig. 4).

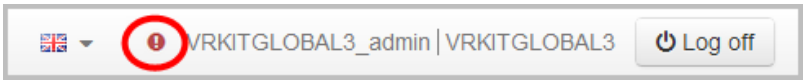


Fig. 4 – Java -applet error indicator

If the Java-applet was launched successfully, but there have been problems in the process of work, the log file can be obtained by clicking on the icon on the control panel (Fig. 5).

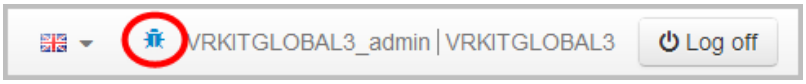


Fig. 5 - Call of the diagnostics form

After that the **Java-applet diagnostics** window will open (Fig. 6), where you can download the log file by clicking on the **Download** button.

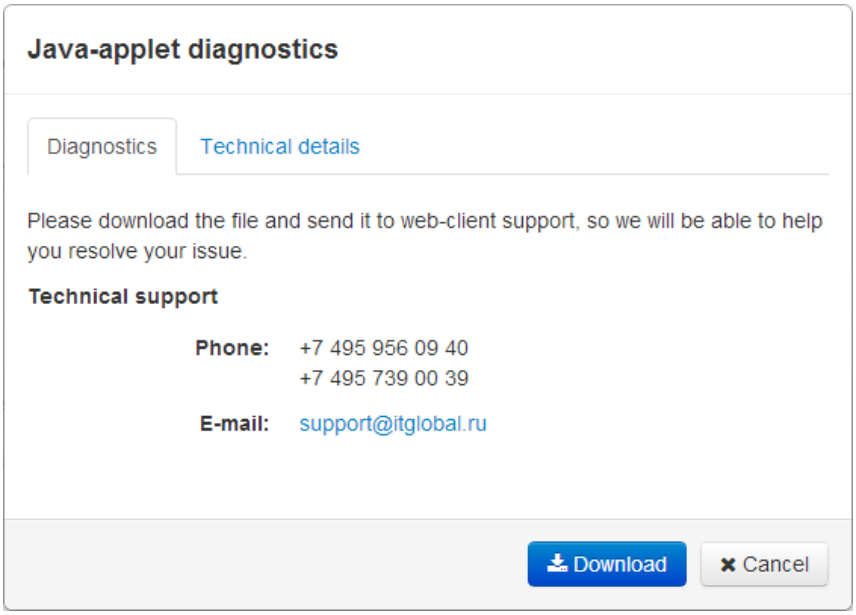


Fig. 6 – Download error log file