

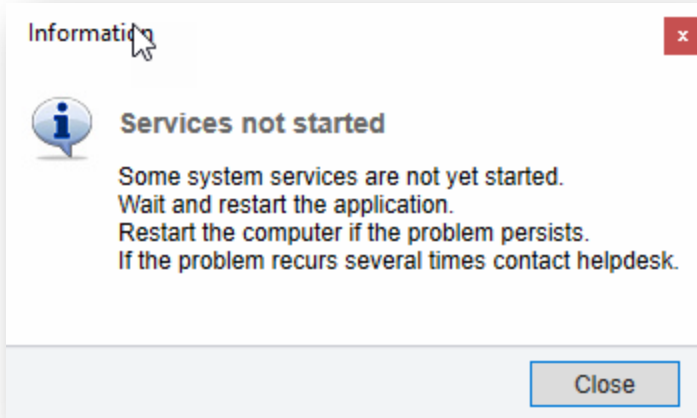


PURPOSE OF THIS DOCUMENT

This document is intended as general instructions on “How To” resolve common issues using the Log Manager.

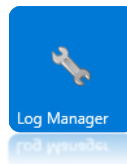
1. Common issues for when to use the “Log Manager”.

A. Launching Tech Tool (TT) and the below error is received:

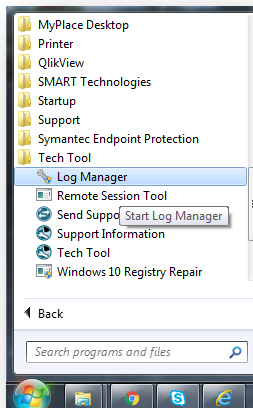


B. If the error is concerning Download or Installation of new TT Network Updates via Client Update.

2. Where to find the “Log Manager”.



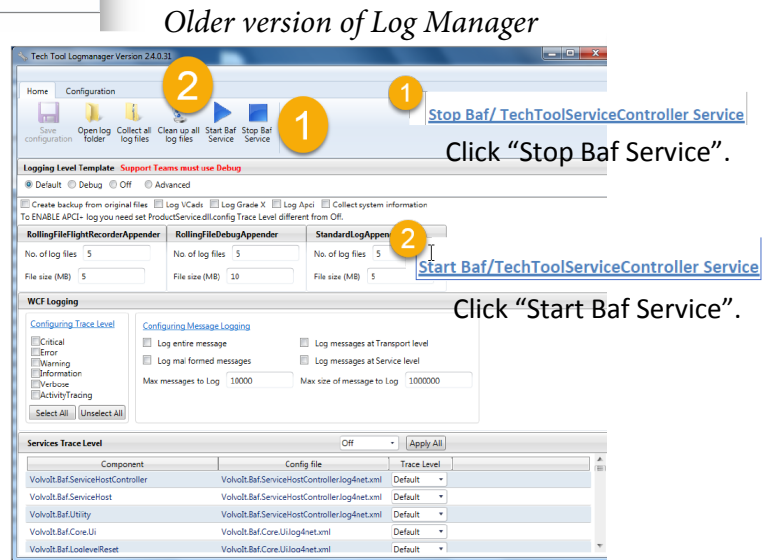
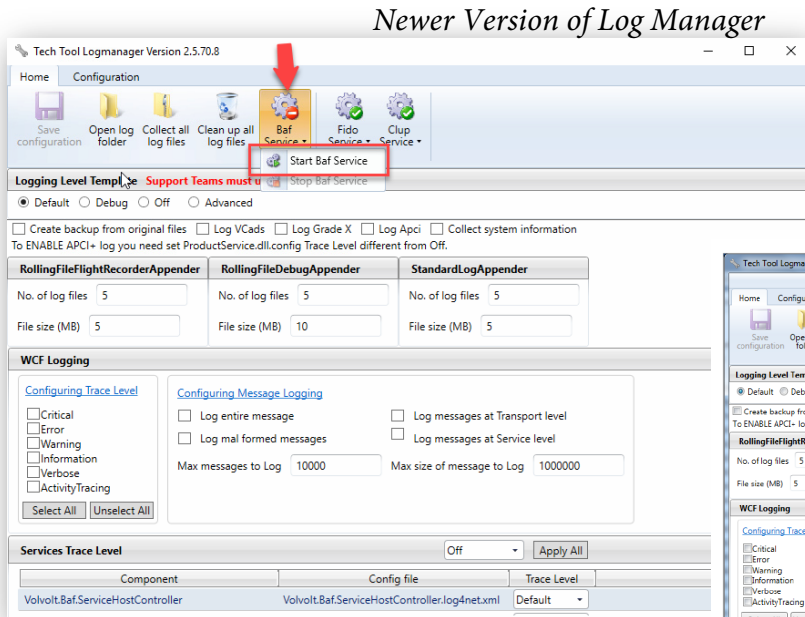
A. You can find the Log Manager in the start menu under the Tech Tool folder as shown in the picture below.



3. How to resolve Common Issues described in Step 1.

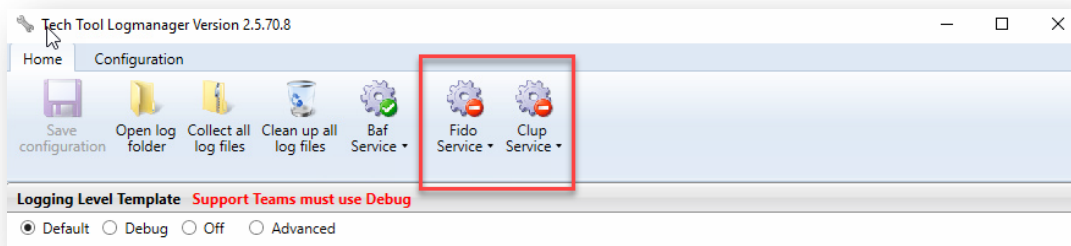
A. Resolve Error Launching Tech Tool

In the image below you will notice the “Baf Service” indicator is red. Click on the “Baf Service” button and click “Start Baf Service”. This will change the indicator to “green” which means all Tech Tool services are running properly. Exit the Log Manager and launch TT.



B. Resolve Error when Downloading / Installing a TT Network Update via Client Update Tool

The “Fido & Clup Service” controls the download and install of Network Updates. If these service indicators are “red” which means they are not started. Click on the Fido or Clup Service to start them both. Retry updating via Client Update. **Please note: This option can not be performed with the Older version of Log Manager.**



PLEASE CONTACT THE IT HELP DESK IF THE PROBLEM STILL OCCURS