

Making a TSG Startup Log File

Peter Mason, January 2018

Introduction

If you have problems getting TSG to connect to its licence server (or perhaps to run at all) then I might ask you to email me “a TSG startup log file”. This document explains how to make such a file.

Before we start

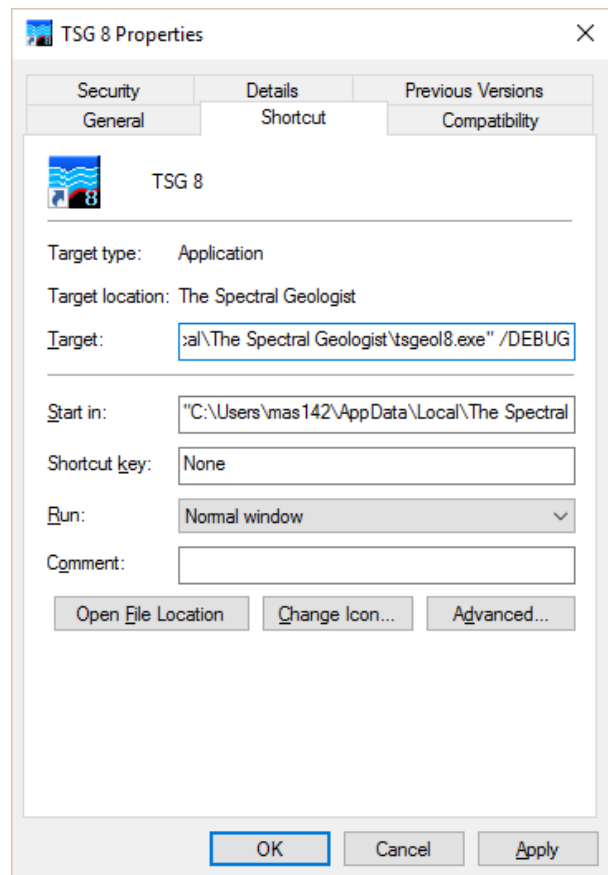
If your PC runs Windows XP (or something even older) then the normal build of TSG will not work on it at all. At this time I still have a special Windows XP build of TSG. Get that.



TSG's desktop icon

1. Right-click TSG's desktop icon and select **Properties**.
2. Click in the **Target** field. Navigate to the end, e.g., using the right-arrow key.
3. After the last **"**, enter a space and then enter the text **/DEBUG**
4. Type **<TAB>** to move to the **Start in** field and select all the text there, then type **<CTRL>C** to copy it to the clipboard. (Startup log files will be created here.)
5. Open a Windows File Explorer, click in the address field along the top, and type **<CTRL>V** to paste the copied address. You should now be viewing TSG's installation directory.
6. Click **OK**.

Step 3 is the most important step here.



Create a startup log file

1. Run TSG.
 - a. If it manages to come up then just close it.
2. Look in the Windows File Explorer that you set up in step 5 above. You should see a file named **tsgeol8_000.log**
3. Send this file to me (peter.mason@csiro.au) as an email attachment.

If you run TSG more than once then you will get more than one log file (tsgeol8_001.log, tsgeol8_002.log etc). You only need one.

TSG's desktop icon (again)

Now you must stop TSG from creating startup log files or it will eventually fill your disk with the things.

1. Right-click TSG's desktop icon and select **Properties**.
2. Click in the **Target** field. Navigate to the end, e.g., using the right-arrow key.
3. Delete the **/DEBUG** text that you added earlier.