

Enable Blues Pro e Blues Recorder logs

Applies to:

Blues Professional
Blues Hotel Pro
Blues Recorder

Description:

Procedure to enable log, make the test and collect Binfo file for Support

Solution:

Enable logs in Blue's Professional and recorder

1. Open folder < BluesProfessional >
2. Open file "Blues.ini"
3. Set parameter: AbilitaLog=1
4. Save and close this file
5. Open folder <BluesProfessional> |BluesrecPro
6. Open the file "Bluesrec.ini"
7. Set parameter: LogAbilitato=1
8. Save and close this file
9. Close and open Recorder and Blues Professional

Recreate the issue and then take the logs following this procedure:

1. Close the Blues Recorder, Miner, Scheduler and Blue's Professional
2. Click on: Start -> Programs ->Imagicle Blue's Professional-> advanced tool ->Blue's info
3. Click on [Next >] and wait he end of the process.
4. Click on [Save...] and save the file Binfo.cab on the desktop.
5. Reply at this email enclosing the file saved at the step 4.
6. Restart Blues Recorder, Miner, Scheduler and Blue's Professional from windows programs menu.

Disable Blues Professional and Recorder logs:

1. Open folder <BluesProfessional>

2. Open the file "Blues2000.ini"
3. Set the parameter: AbilitaLog=0
4. Save and close the file
5. Open the folder <BluesProfessional> | BluesrecPro
6. Open the file "Bluesrec.ini"
7. Set the parameter: LogAbilitato=0
8. Save and close the file
9. Close and open Recorder and Blues Professional