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## 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>

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- 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