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System Operations Success

EOPS Trace File Retrieval Guide

System Operations Success Intl
PREPARING ENERGY PROFESSIONALS FOR TOMORROW



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Trace File Retrieval

The following is a step-by-step guide to providing a Java Trace file for the purposes of tracking data traffic in order to help diagnose the PowerSimulator Lockups. Sending a trace file only takes a few minutes of your time, but each trace file brings us closer to the solution for the PowerSimulator lockups, which though few, are tricky to track down and nearly impossible to locate without this trace file. Any assistance you can provide us by sending trace files is greatly appreciated. SOS Intl and the Powerdata team are committed to finding a solution to any connectivity issues associated with PowerSimulator, and will work closely with your IT department to find a solution as soon as possible.

Trace files are extremely helpful in tracking down problems where the PowerSimulator appears to have frozen or otherwise become non-responsive after it had previously (either that day or sometime in the past) worked just fine on that computer. Before this becomes helpful, however, you must ensure that PowerSimulator CAN run on your computer. To do this, you can follow the first step below in tracking down the Java Version. If you do not have Java loaded on your computer, you will not be able to run PowerSimulator. You can install it from the URL below by clicking "Java Software Download" at the top of the page, or contact your IT department and let them know that you require Java Runtime Environment be installed on all computers that will be running PowerSimulator.

Before pulling a trace file, it is important to note:

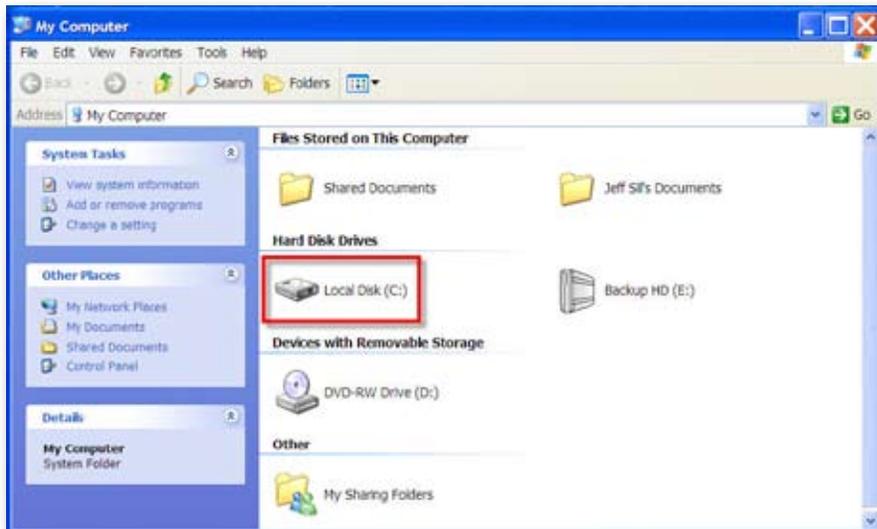
- ✓ All items using Java Runtime Environment will need to be shut down before the Trace file can be sent. Failing to do so will yield a "this program is in use" error.
- ✓ DO NOT start a new PowerSimulator session after a "freeze". Send the trace file FIRST. Starting a new session of PowerSimulator will clear the old trace file and it will be lost.
- ✓ If possible, keep the frozen session of PowerSimulator open throughout the following steps. Close the window right before you attempt to send the email with the trace file attached to us. This will ensure the trace file is complete and uncorrupted.
- ✓ If the "frozen" PowerSimulator unfreezes while you're hunting down the trace file, send it to us anyhow; and let us know about how long it was "frozen".
- ✓ When in doubt, send a trace file! Trace files are not always helpful, but the only truly unhelpful one is the one not sent.

THANK YOU for taking the time to help us help you!



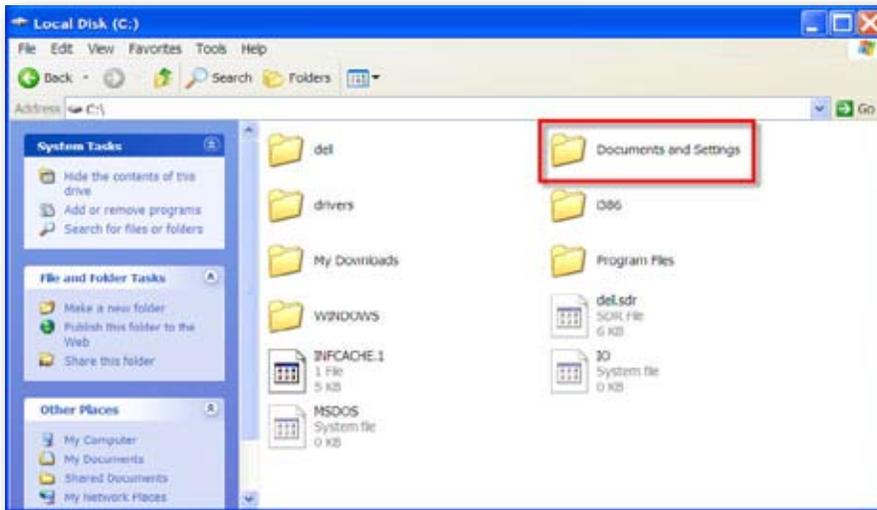
1

Click Start,
and My Computer



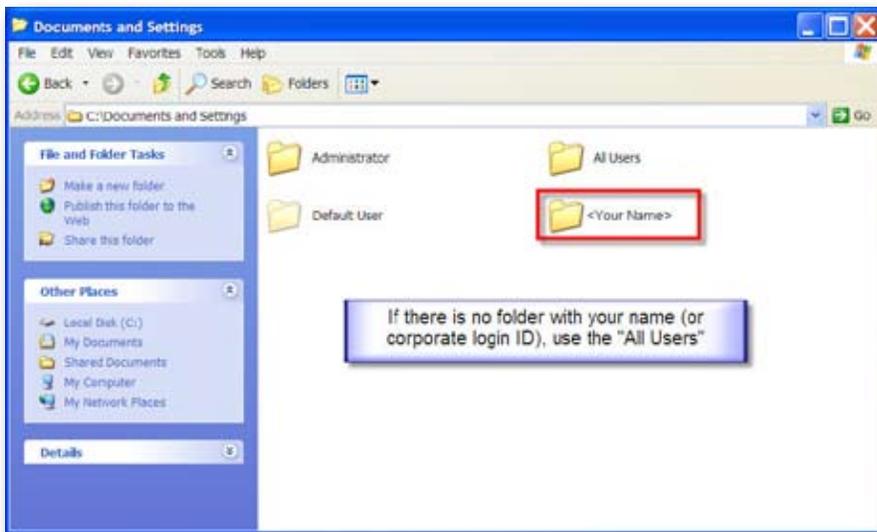
2

Click Start,
and My Computer



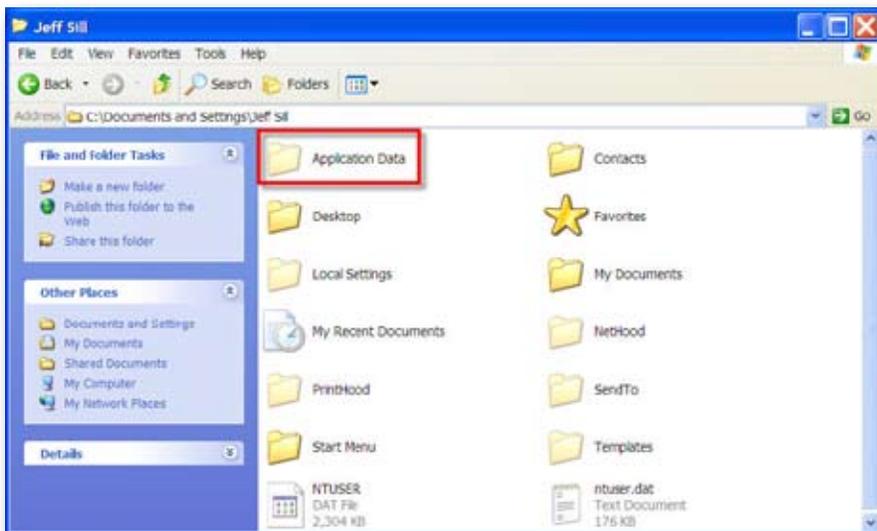
3

Select Documents and Settings



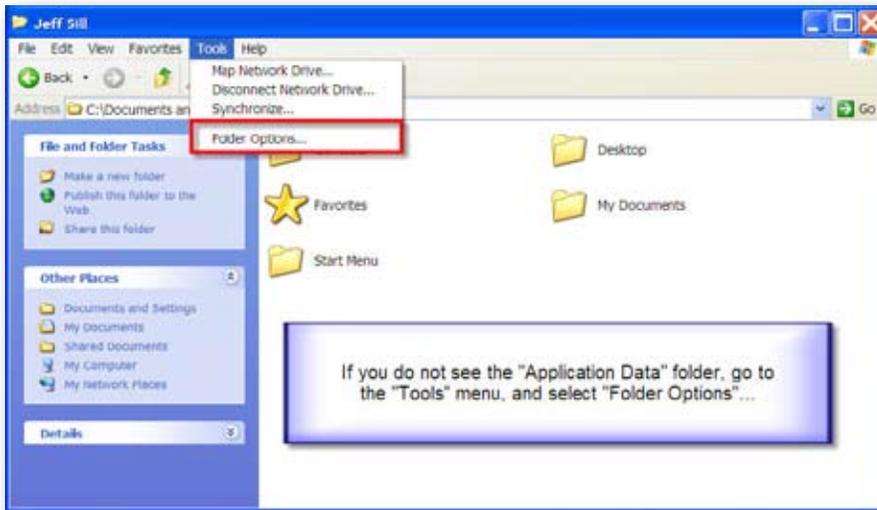
4

Select the file with your Name or Corporate Login ID.



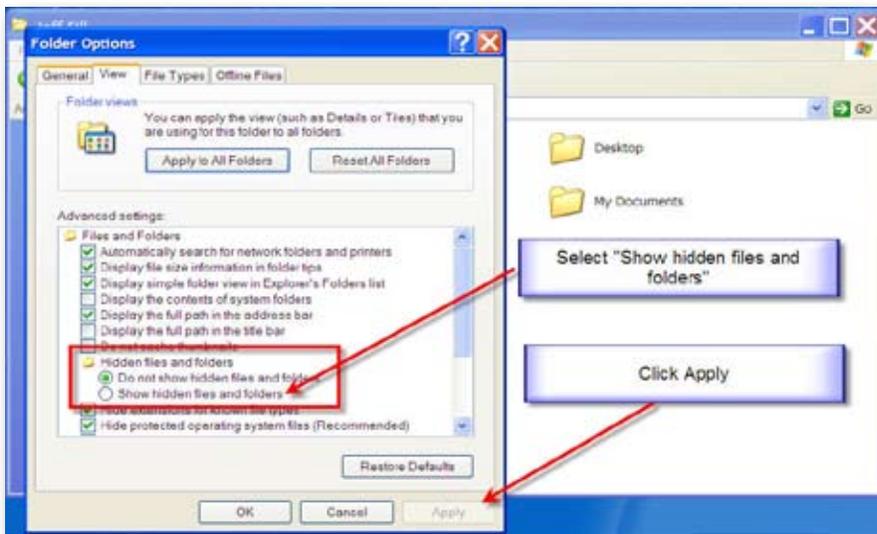
5a

Select "Application Data" This is a hidden folder.



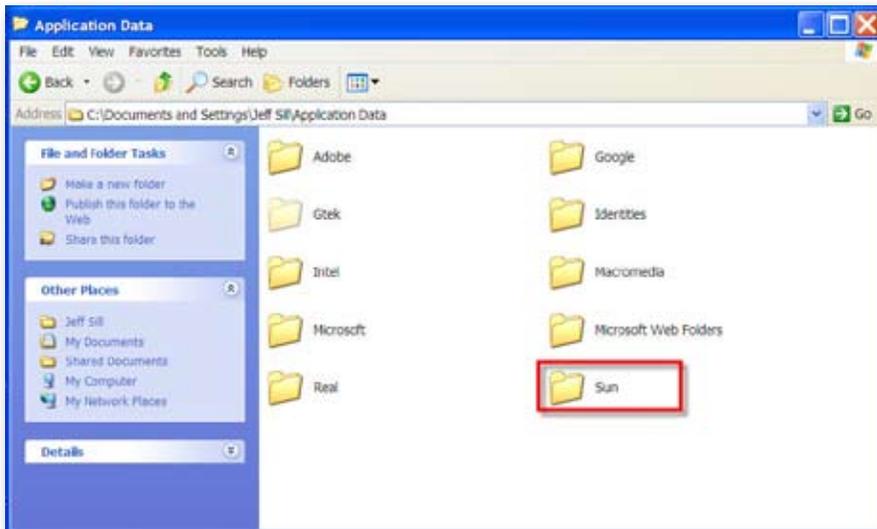
5b

If you can't see it, select
Tools > Folder Options



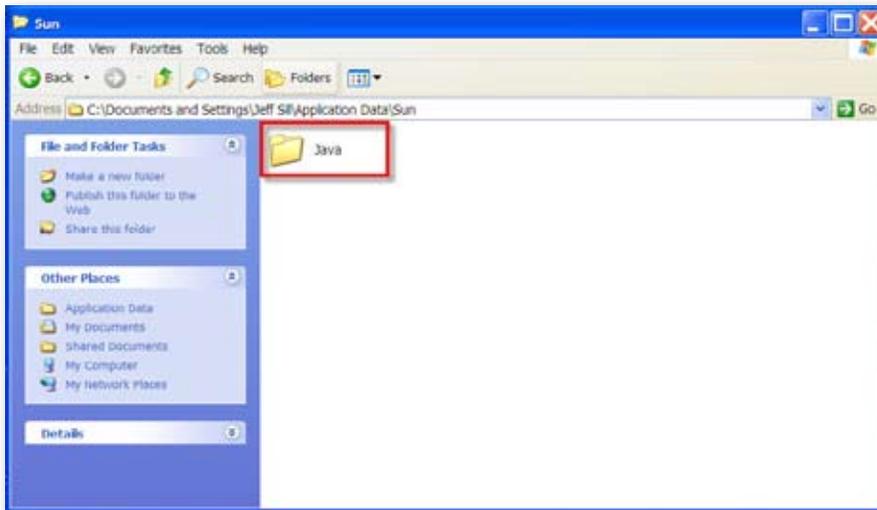
5c

Select the "View" tab, then
select "Show hidden files
and folders"



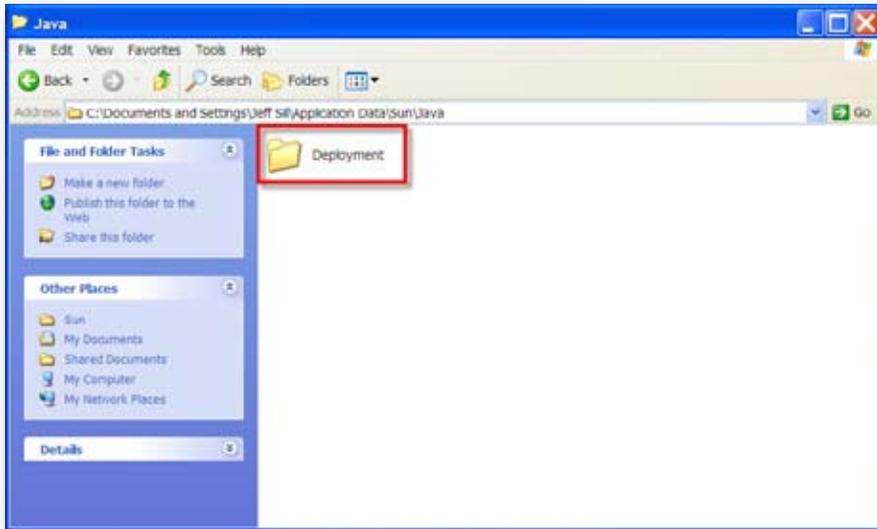
6

Select the "Sun" folder.



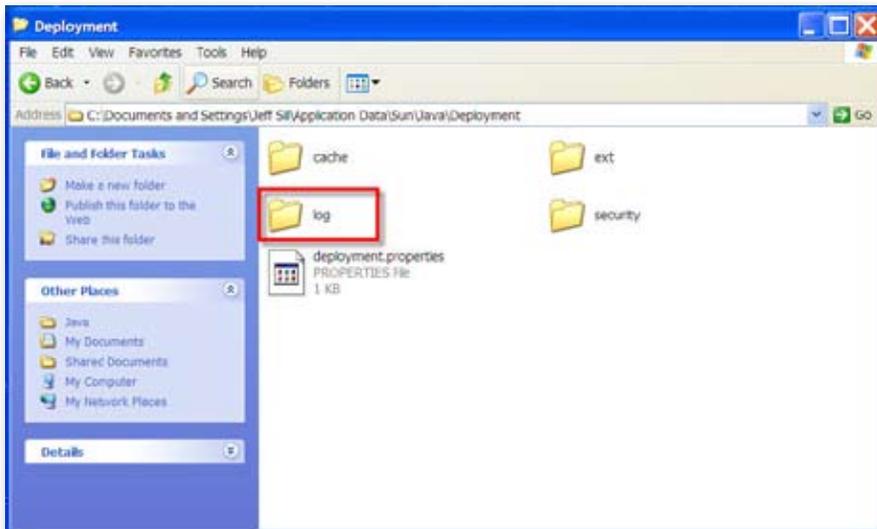
7

Select the “Java” folder



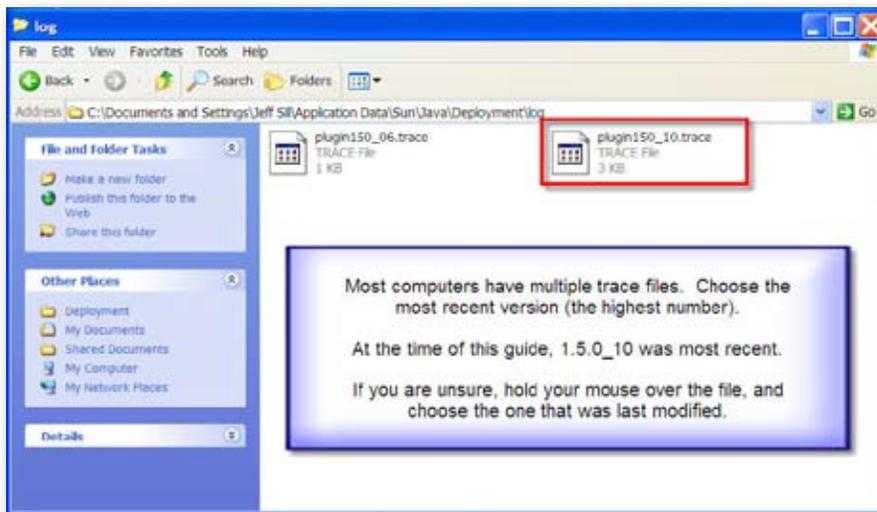
8

Select the “Deployment” folder



9

Select the “Log” folder



10

Select the most recent version of Java Trace file available

(currently 1.5.0_11)

If you are having problems with the simulator:

Occasionally, some users will experience what appear to be “freezes” or “lockups” with the simulator. These are very different than most common problems, such as popup blockers, because they are slightly more complex to diagnose and correct. One of the tools we use to track down the source of such problems, is called a Java Trace File. This file is a complete archive of data related to the Java Runtime Environment, and is crucial in tracking down the source of complex communication issues. The following is a short guide of how to find this trace file on your computer.

SEND US THE FILE

Once you’ve located the trace file, send it as an e-mail attachment to:
jeffrey.sill@sosintl.com

Include “Trace file for <username>” in the Subject Line. Include as much information as possible describing the problem and what happened.