

System

Viewing User Settings and Session Logs

The Contact Support form available in the TNT products (Help/Contact Support) can be used to request new features, request help in exploiting the full capabilities of your TNT products, and report errors. This form automatically collects information from your computer to assist with its TNT error reporting function. You have direct access to all of this automatically collected information using the buttons in the Automatically Upload panel of the Contact Support window (see illustration below). You may gain some insight into the operation of a process by examining your session log, which may also provide useful information for a programmer when trying to troubleshoot an error. For more information on the contents of your session log, see the 2004:70 Technical Guide entitled *Session Log Files*.

The View Settings button opens the Settings window that presents in text format the contents of your `tntproc.ini` and `tnthost.ini` files in use by the version of the TNT products you are running along with a listing of all the files and their dates in the directory that contains the currently running TNT product installation (DirectoryList.txt tab). The View Session Log button opens the current session log in database table format, which provides several ways of

manipulating the arrangement of the information using TNT's standard table manipulation features, such as sorting and reordering fields. To sort on a field, click on its heading. To change the order of the fields, click and hold on its heading and drag it left or right. You can also open earlier session logs and view basic information about your computer from this window.

The fields in the Session Log Viewer table are: Date, Run Time, Process ID, Process, and Description. The Date field reports the end of the processing time for the procedure detailed in the Description field. The start time for a process is also recorded. The Run Time is reported in seconds. The process ID is a unique number that applies to an individual instance of a process. A process (executable program) may include many different menu choices. For example, the Vector Filtering and Buffer Zones choices both run the `vectanly.exe` process. The process ID lets you distinguish between these two when both are running at the same time. A typical TNT user runs more than one process at a time, so session log files will have entries from a number of processes intermixed when the session log is sorted by date. Sorting by process ID groups all instances of a process running from a single menu selection. If you run two instances of the same menu selection, the process ID will still be unique.

The screenshot shows the TNT software interface. The Settings window is open, displaying the contents of `tntproc.ini`. The Session Log Viewer window is open, displaying a table of session log entries. The Contact Support window panel is visible, showing the Automatically Upload section with buttons for User Settings, Screen Shot of Last Error, and Current Session Log. A message box is also visible in the bottom right corner, displaying system information.

Date	Process ID	Process	Run Time	Description
2007-08-28 08:40:02	2600	gridtool	0.000256	RVCSYS built Aug 28 2007 00:30:08
2007-08-28 08:40:02	2600	gridtool	0.010951	27 days left before development version expires
2007-08-28 08:40:02	2600	gridtool	0.000402	geom library built Aug 28 2007 00:26:51
2007-08-28 08:47:38	328	tntmenu	0.023257	Application initialized
2007-08-28 08:47:38	328	tntmenu	0.000131	User name: mskrdla
2007-08-28 08:47:38	328	tntmenu	0.000034	MISYSYSTEM built Aug 25 2007 00:18:24
2007-08-28 08:47:38	328	tntmenu	0.000712	C:\TNT\TNT73\tntmenu.exe built Aug 24 2007 22:27:40
2007-08-28 08:47:38	328	tntmenu	0.000297	TNT version 2007:73 Serial number: 17827
2007-08-28 08:47:38	328	tntmenu	0.011038	RVCSYS built Aug 25 2007 00:32:26
2007-08-28 08:47:38	328	tntmenu	0.389170	geom library built Aug 25 2007 00:22:03
2007-08-28 08:48:11	3852	gridtool	0.000550	Application initialized
2007-08-28 08:48:11	3852	gridtool	0.000120	User name: mskrdla
2007-08-28 08:48:11	3852	gridtool	0.000038	MISYSYSTEM built Aug 25 2007 00:18:24
2007-08-28 08:48:11	3852	gridtool	0.000696	C:\TNT\TNT73\vectanly.exe built Aug 24 2007 22:27:40
2007-08-28 08:48:11	3852	gridtool	0.000305	TNT version 2007:73 Serial number: 17827

The description field provides information about each step in a process as it is completed. Many of these steps are "behind the scenes" and would not be encountered as a processing message while running. In addition to opening the session log from the Contact Support form, it can be opened directly from the menu (Tools/Miscellaneous/View Session Log).