Items Needed:

1. Application and System Logs from the affected server in .EVTX format
2. Crash DMP file generated with DebugDiag
3. SQL and Calls Logs captured hourly
4. **How to capture Application and System Logs**

1. Click Start >>RUN>>eventvwr.msc:
2. When the Event Viewer opens, expand **Applications and Services Logs**.
3. Expand **Windows Logs**.
4. Right-click **Application** and select **Save Events As**.
5. Save the log in the EVTX format.
6. Expand **Windows Logs**.
7. Right-click **System** and select **Save Events As**.
8. Save the log in the EVTX format.

Note: It is important to save in EVTX format so the logs can be filtered.

1. **How to Capture DMP files with DebugDiag**
2. Download the Debug Diagnostic Tool (Link Below)
3. Install the tool with all the default options.
4. Under the Start menu group for Debug Diagnostics, select 'DebugDiag 2 Collection'.
5. In the dialog that comes up, the default rule type is "Crash". Select "Next".
6. Select "A specific process".
7. Locate docsfusion.exe in the list, select it, and click Next. Make no other changes on that dialog.
8. On the next dialog, leave defaults, and select "Next".
9. Name the rule as desired, and select a location to save dump files to. You can leave the default location as long as you remember where it points. Click "Next".
10. Activate the rule now, and click "Finish".
11. If you see a dialog pop-up that refers to symbols, just click "Yes".
12. You can close the Debug Diagnostics window.

<https://www.microsoft.com/en-us/download/details.aspx?id=58210>

The next time your DM Server crashes, locate the .DMP file that was created at the location you selected in step 8, and send that to OpenText Technical Support. The files are frequently large, so you should request an FTP location to upload the files to.

1. **Capture SQL and Call Logging from the Server**
2. Open DM Server Manager.
3. Go to the "Preferences" tab.
4. Set logging level to "SQL and Calls".
5. Set the Log File name to a value similar to the following:  
     
   C:\DMLogs\Log %Y-%M-%D-%H.LOG  
     
   This breaks log files into one-hour chunks and names them like this: "Log 2015-08-26-07.LOG". The last two digits of the file name are the hour of the day, in 24-hour time.
6. "Log 2015-08-26-23.LOG" would be from August 26, 2015 at 11:00 PM.
7. Once you have made those settings, refresh the server cache, and ensure the log file is created in the specified directory.

Note: If the servers are configured for Round Robin FOLB, you will need to configure logging on al servers within the cluster to capture the call.