

Capture Trace on Windows Client with the GladTrace tool.

Tool Setup

Step 1 – Launching PowerShell session

- If the user has Administrator rights over the system, launch an Elevated PowerShell session.
- If the user does NOT have Administrator rights over the system, launch a Non -Elevated PowerShell session.

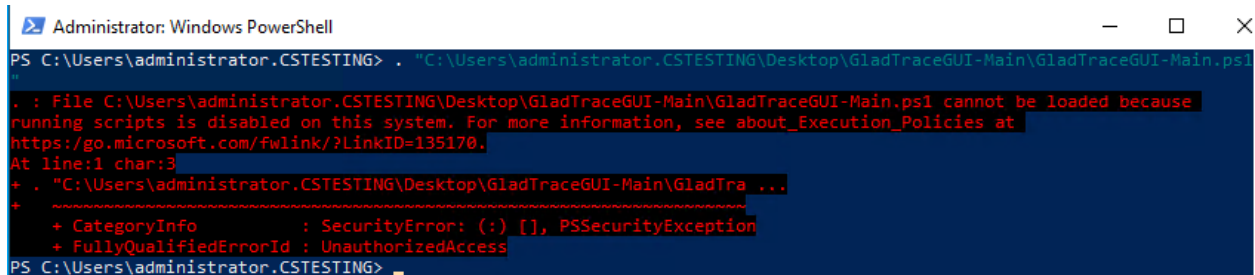
Step 2 -Setting Execution Policy

Enter this command: *Get-ExecutionPolicy*

If Output is Restricted

Set-ExecutionPolicy Bypass -Scope Process -Force (This will ensure that the execution policy is only altered for this PowerShell Session)

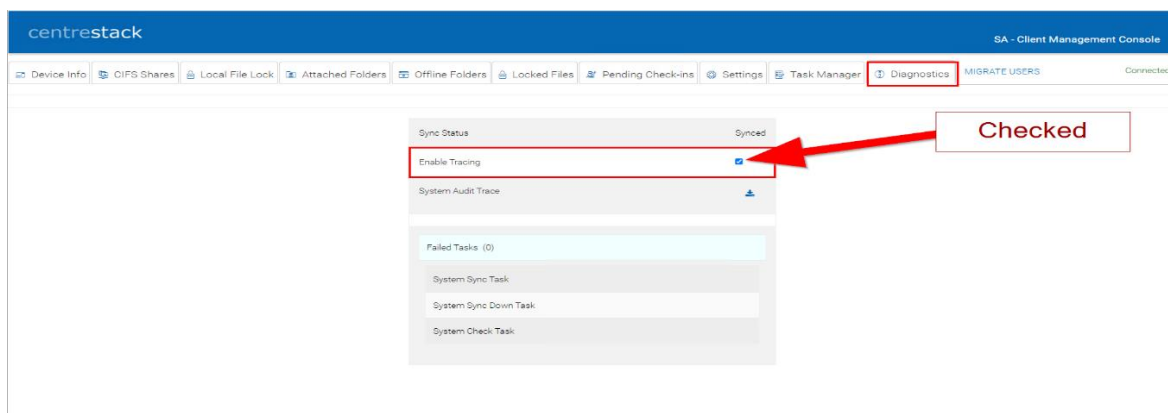
If the execution Policy is set to “Restricted”, the following error will be returned:



```
Administrator: Windows PowerShell
PS C:\Users\administrator.CSTESTING> . "C:\Users\administrator.CSTESTING\Desktop\GladTraceGUI-Main\GladTraceGUI-Main.ps1"
.: File C:\Users\administrator.CSTESTING\Desktop\GladTraceGUI-Main\GladTraceGUI-Main.ps1 cannot be loaded because
running scripts is disabled on this system. For more information, see about_Execution_Policies at
https://go.microsoft.com/fwlink/?LinkID=135170.
At line:1 char:3
+ . "C:\Users\administrator.CSTESTING\Desktop\GladTraceGUI-Main\GladTra ...
+ ~~~~~
+ CategoryInfo          : SecurityError: (:) [], PSSecurityException
+ FullyQualifiedErrorId : UnauthorizedAccess
PS C:\Users\administrator.CSTESTING>
```


Step 3 – Enable Trace

Enable Trace for the Server Agent.



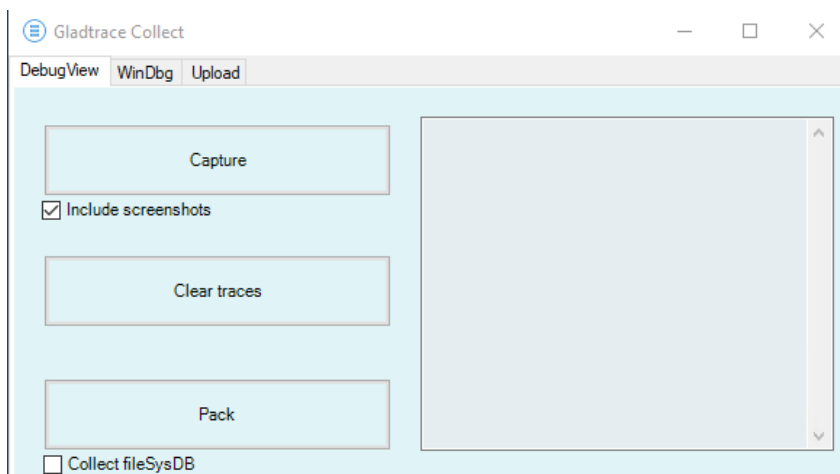
Step 4 – Launch the trace tool

- *Extract the GladTraceGUI-Main.zip folder.
- *Cd into \GladTraceGUI-Main folder.
- *And call the .\GladtraceGUI-Main.ps1 script.

 Windows PowerShell

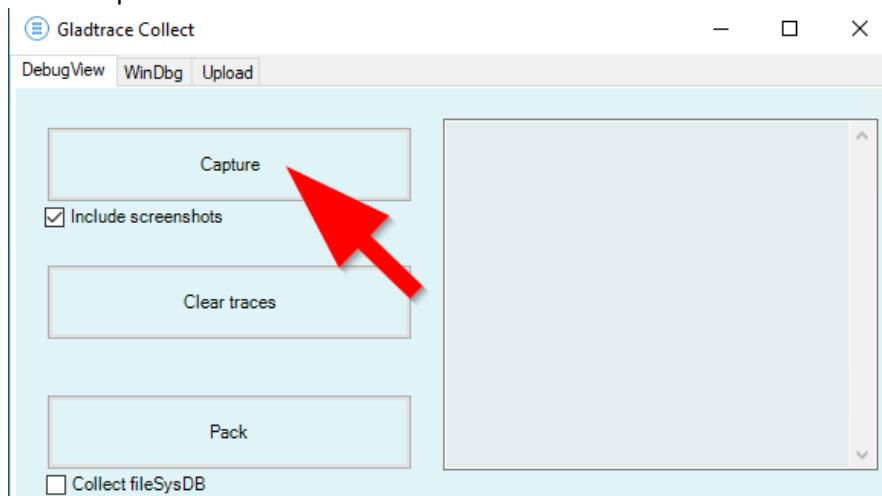
```
PS C:\Users\CS1> cd C:\Users\CS1\Desktop\GladTraceGUI-Main
PS C:\Users\CS1\Desktop\GladTraceGUI-Main> .\GladTraceGUI-Main.ps1
```

This is the screen that should appear.

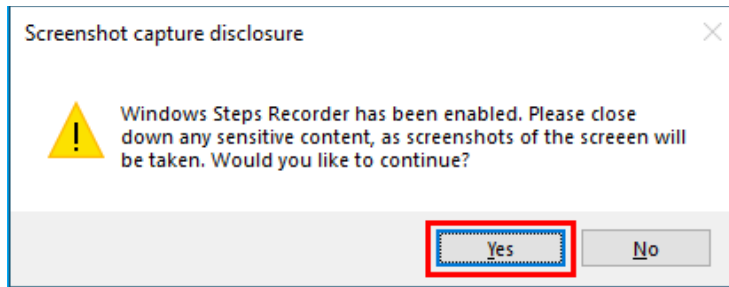


Start Capturing traces

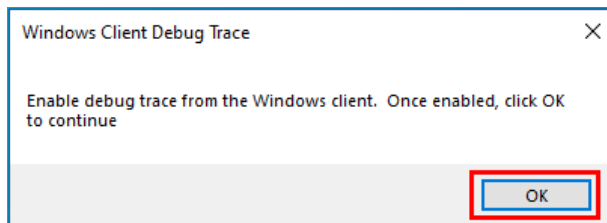
1. Select Capture



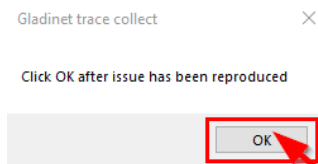
2. Accept the screen capture warning disclosure.



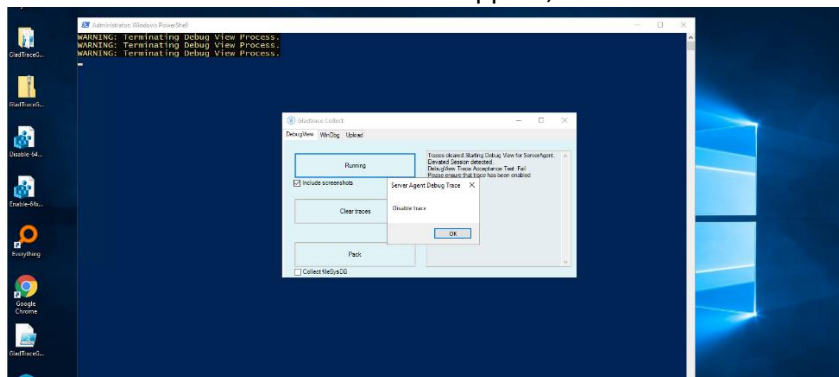
3. Select "Ok" on the Trace enable reminder. If Trace has not been enabled, ensure that it is enabled before starting trace capture.



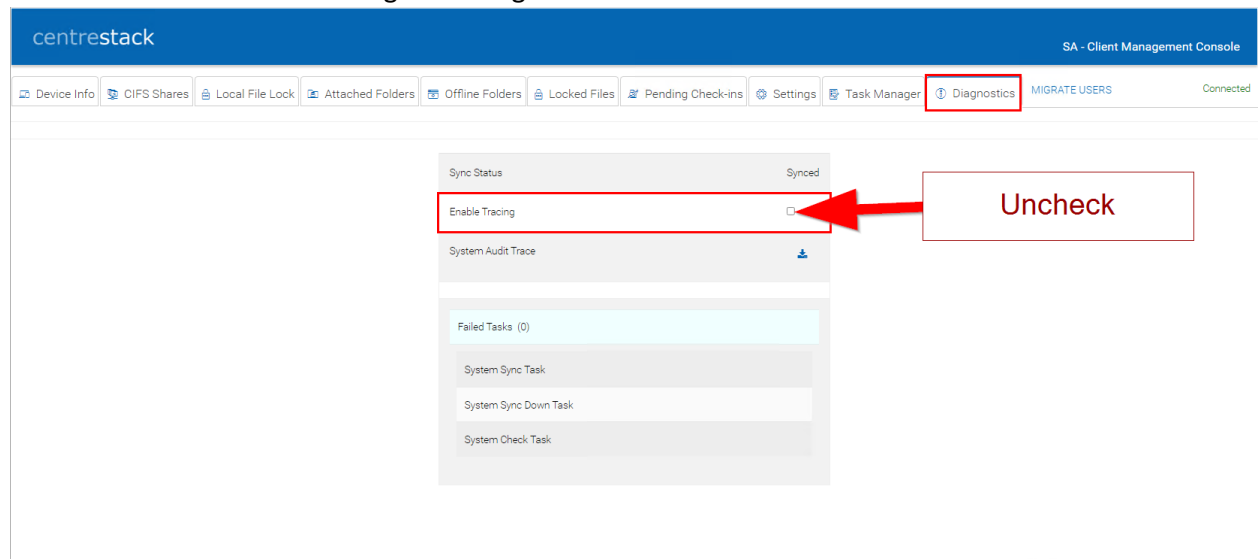
4. Once the issue has been reproduced, Select Ok on the "Gladinet trace collect" screen.



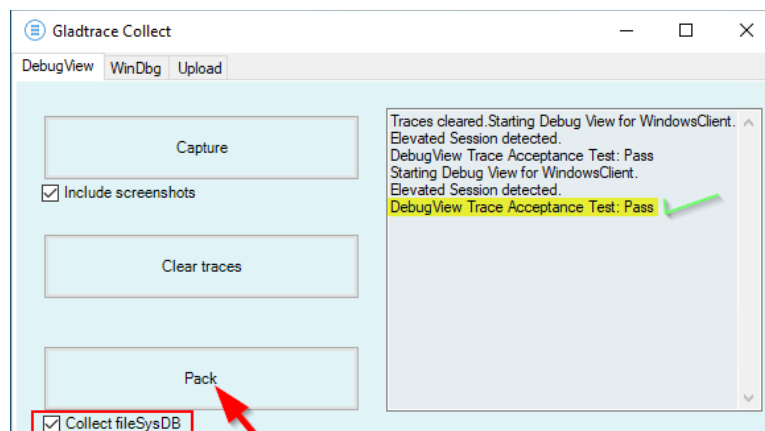
Note: A reminder to disable trace will appear, select Ok to continue.



Disable trace from the Server Agent management console.



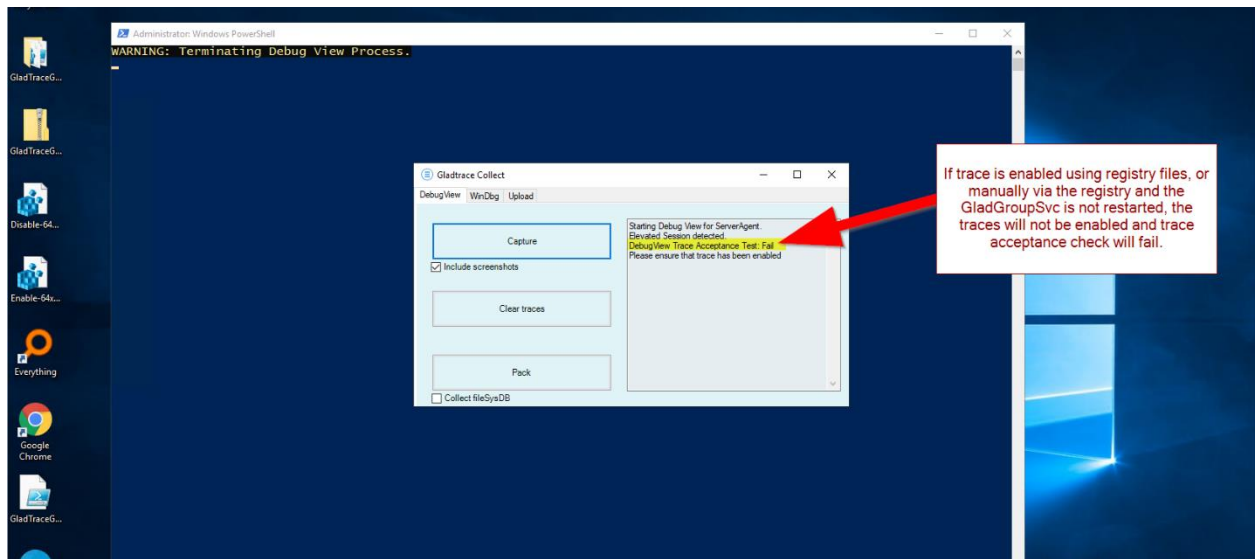
Ensure that the trace acceptance test says **“Pass”**. If the value is equal to **“Fail”**, ensure that the trace has been enabled for the product. If so, check the **“Collect fileSysDB”** box, and select **“Pack”**.



Enabling trace from the Registry

If trace is enabled via the registry manually or by using the Enable-64x-trace.reg file, the GladGroupSvc service will need to be restarted. If it's not restarted, the acceptance test will fail.

Once trace has been captured, run the Disable-64x-trace.reg to remove the trace registry entries, then restart the GladGroupSvc again.



Restart the GladGroupSvc service after trace has been enabled via registry, and after the traces have been disabled from the registry.

