Capture Trace on Windows Client with the GladTrace tool.

Table of Content

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.
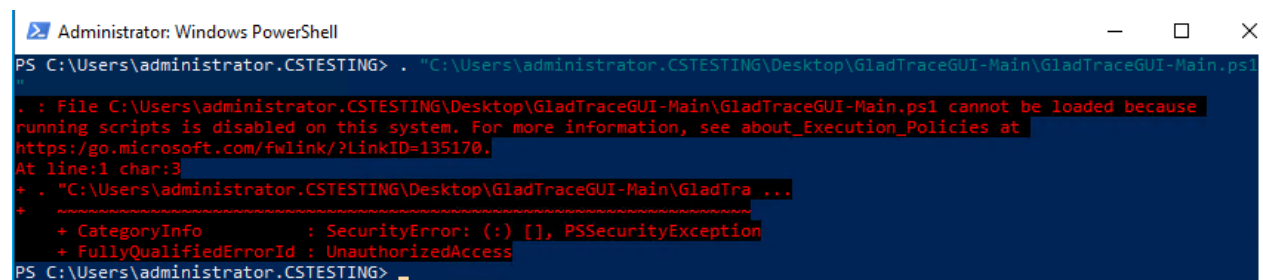
Step 2 - Setting Execution Policy

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)

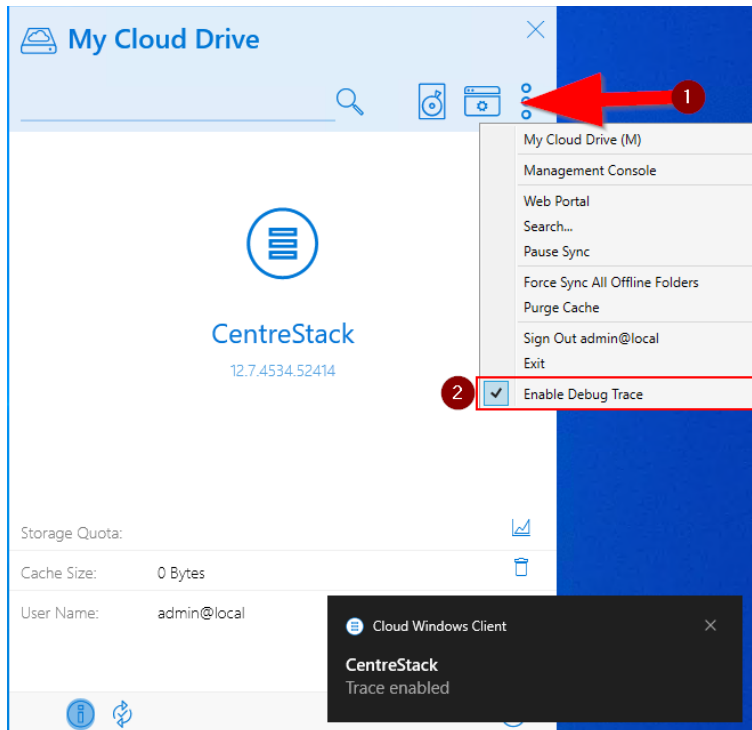*If the execution Policy is set to "Restricted", the following error will be returned:*

Step 3 – Enable Trace

Enable Trace for the product

-Windows Client

-Server Agent

(Info needed)

Step 4 – Lauch the trace tool
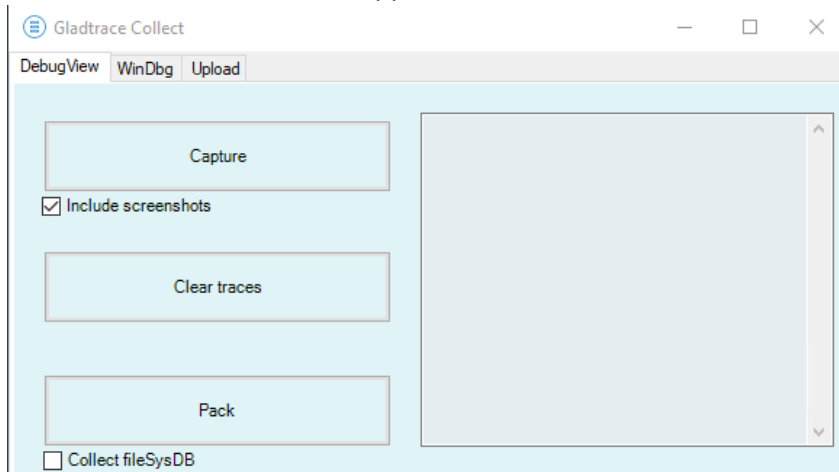
*Extract the GladTraceGUI-Main.zip folder.

*Cd into \GladTraceGUI-Main folder.

And call the .*GladtraceGUI-Main.ps1 script.

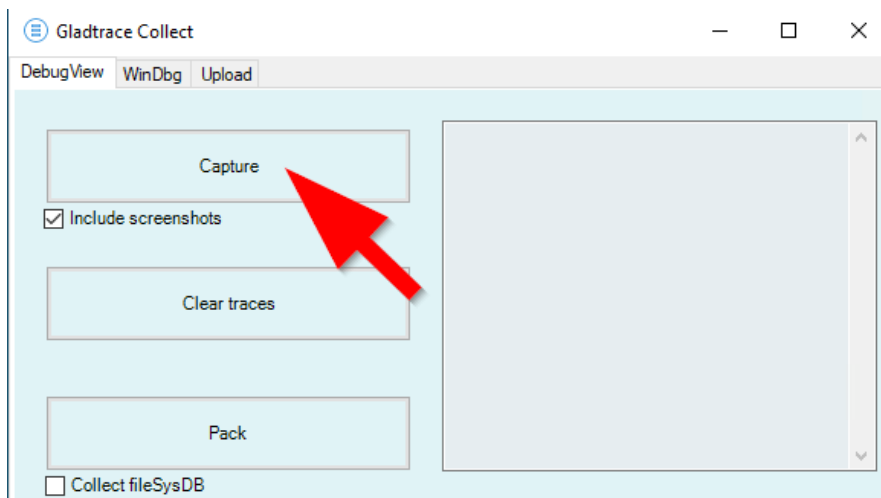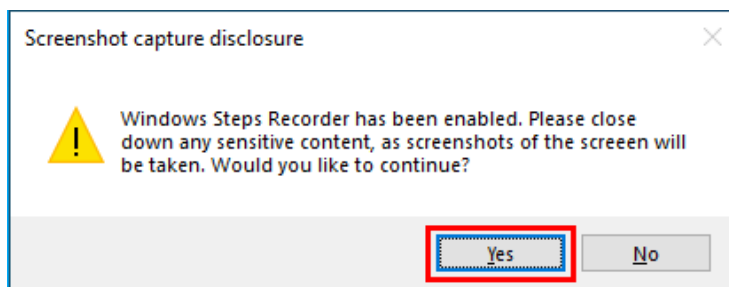This is the screen that should appear.

Capturing trace when signed in account has local admin rights
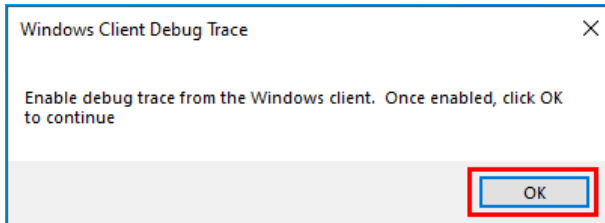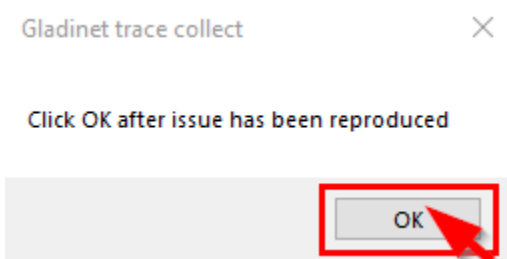
1. Select Capture

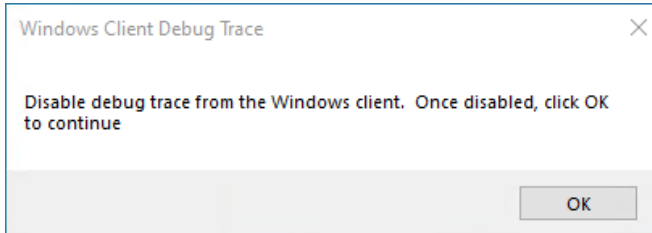2. Accept the screen capture warning disclosure

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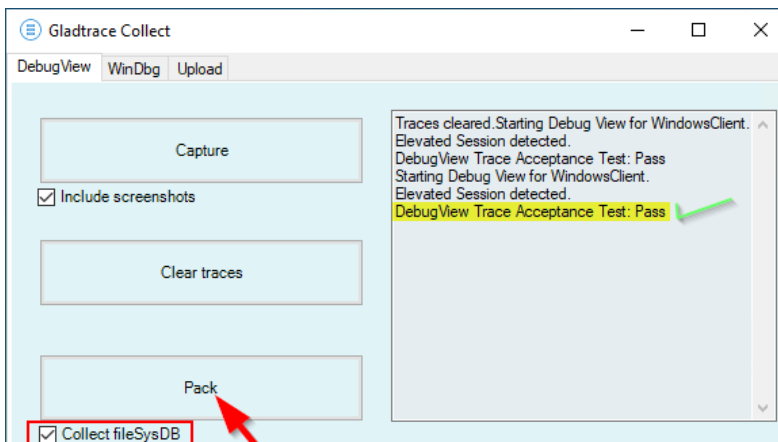

4. Once the issue has been reproduced, Select Ok on the "Gladinet trace collect" screen.

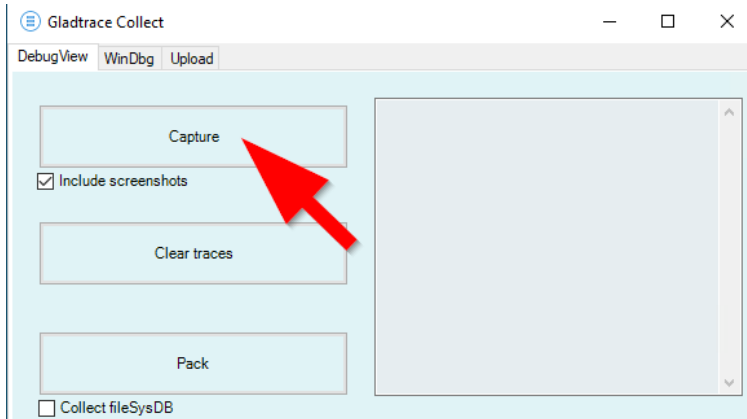Note: A reminder to disable trace will appear, select Ok to continue.

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".
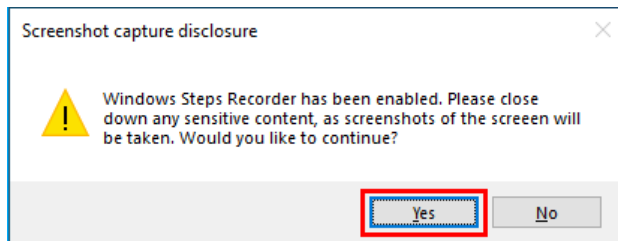
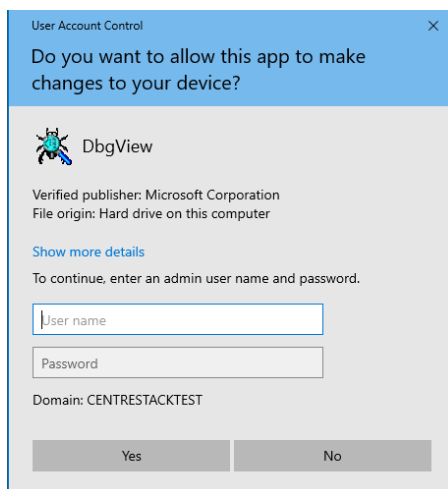## Capturing trace when signed in account does not have local admin rights
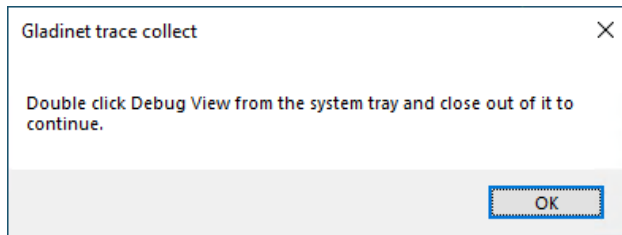
1. Select Capture

2. Accept the screen capture warning disclosure

3. Enter Admin credentials to run Debug View.

4. When the message below appears, Select "Ok". This is letting you know to close out of Debug View from the System tray once the issue has been reproduced.
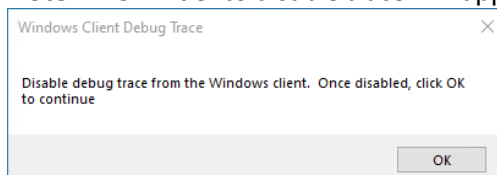

5. Reproduce the issue being experienced.
6. Once the issue has been reproduced, locate the Debug View icon from the System tray, double-click it to open it.
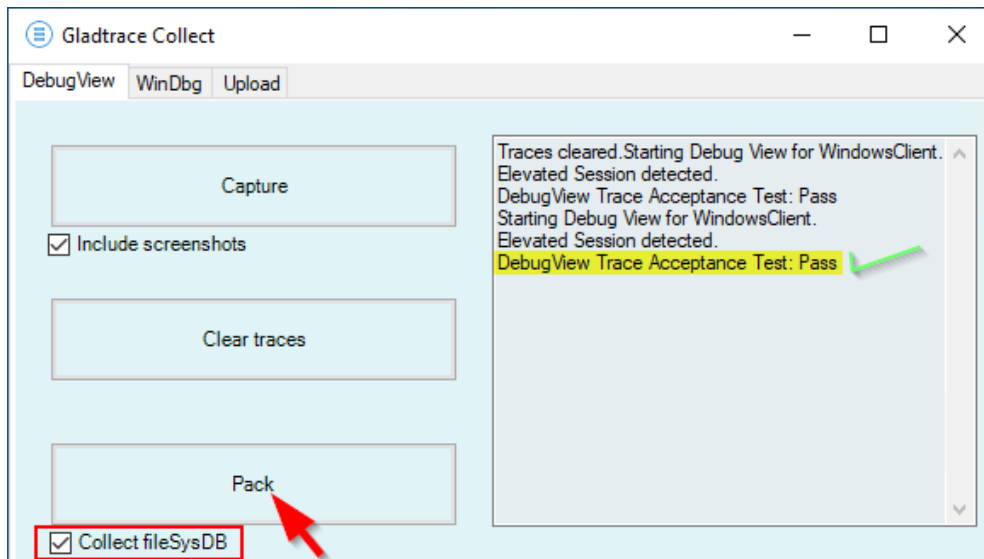

7. Close out of it to continue.
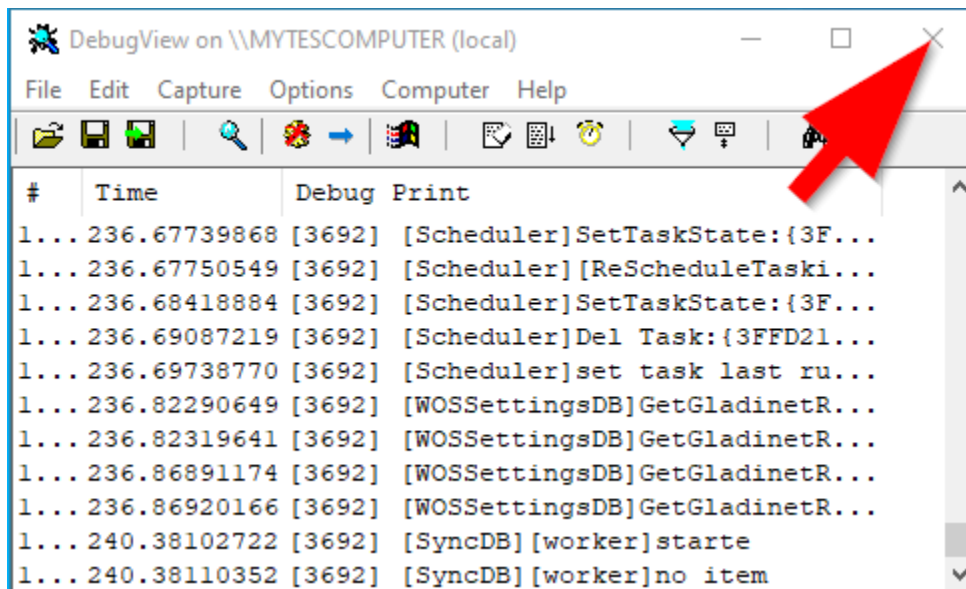
**Note**: A reminder to disable trace will appear, select Ok to continue.

8. 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".

Packed Traces

After selecting "Pack", the out path will be displayed in the console. This should be under the signed in user's Download folder.
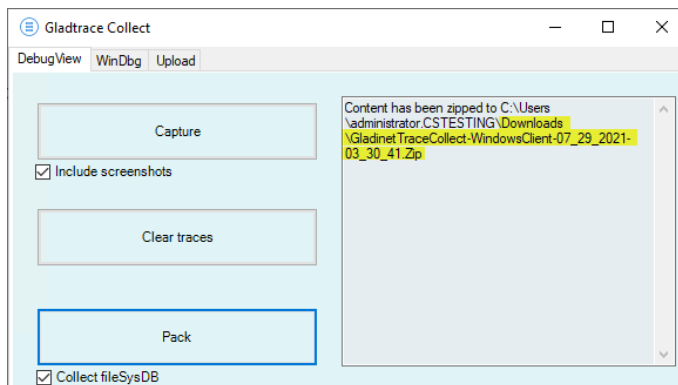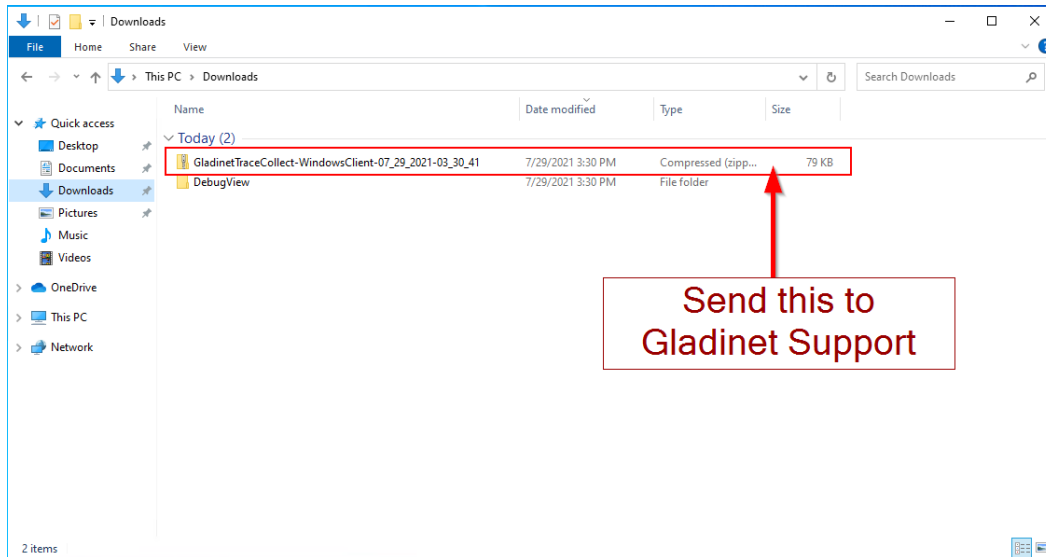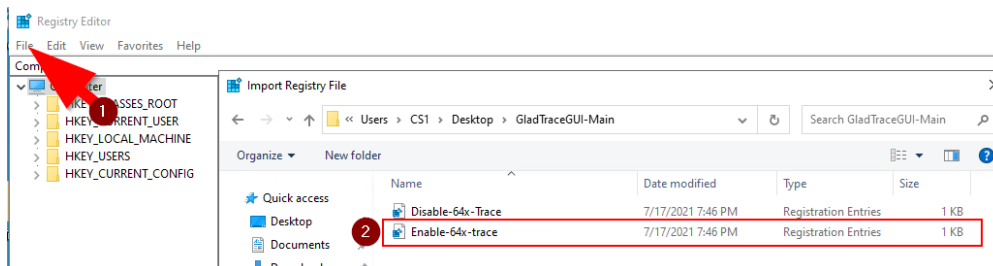
Enable trace from registry

(The zip file includes 2 .Reg keys to enable software traces from the registry.

-If the logged in user is an Administrator, run the Enable Enable-64x-trace.reg.

-If the logged in user **is Not an Administrator**, launch an elevated session of the Registry Editor, and import the Enable-64x-trace.reg from File >> Import

This dialogue message should appear after successful import.
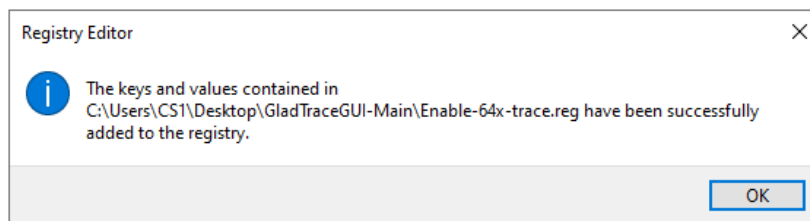
This will create 2 DWORD (32-bit) called TraceLevel whose equals to 65.

HKEY_LOCAL_MACHINE\SOFTWARE\Gladinet

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Gladinet

Note: If trace is enabled from the registry, it will not start until the Windows Client is restarted, or for the Server Agent until the GladGroupSvc service is restarted.