

Diagnostics Page

<https://campus.barracuda.com/doc/43222921/>

Use the **Diagnostics** page in conjunction with [Support](#), as you will not find the trace files very readable if you are unfamiliar with them. In order to turn ArchiveOne Service tracing on, you must have suitable access to the appropriate server's registry.

If you encounter a problem and Support advises you to use diagnostic tracing, turn on the tracing here – it is usually sufficient to turn the tracing level to **Standard**, however for some issues **Advanced** may be required (which creates a much larger trace file). The **Open Service Trace Folder** opens the folder used to store the service log files.

If you have a support contract and have an ongoing support case, the support engineer may request you upload your current tracing. To do this, click on **Upload Logs**, fill in the 7 or 8 digit Case Number, select the time span according to how recent the issue occurred, then click to **Upload** the tracing and inform the support engineer when completed.

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