

## How to Enable PST Processor Logging

<https://campus.barracuda.com/doc/46206289/>

If a user is experiencing issues with PST processing, you may be directed by Barracuda Networks Technical Support to collect log files to troubleshoot the client machine.

The procedure described in this article involves editing the Windows machine registry. Using the Registry Editor incorrectly can cause serious, system-wide problems that may require reinstallation of Windows. Barracuda cannot guarantee that any problems resulting from the use of Registry Editor can be solved. Use this tool at your own risk. It is highly recommended that you create a backup of the registry before making any changes.

### Step 1. Run regedit

1. On the client machine experiencing issues, run `regedit` to open the Registry Editor.
2. Browse to the following location: **HKEY\_CURRENT\_USER\Software\C2C Systems\PstProc\PstProc\Settings**
3. Double-click the **REG\_DWORD** key **trace**, and change its value to **2**.  
If the key is not present, create a new **DWORD** called **trace**.
4. Copy the folder path from the **STRING** value **TracePath**; this is the location where the client log file is to be generated. By default, the user's application data directory:  
**C:\Users\<UserName>\AppData\Roaming\Barracuda\AOnePol**
5. Close the Registry Editor.
6. Close the PST Processor, and restart Outlook.
7. Rerun the PST Processor to reproduce the error.

### Step 2. Collect and Submit the Trace Logs

1. Browse to the **TracePath** folder path noted in the previous set of steps.
2. Find and zip the **AOnePolPstTrace.log** file in the directory, and email the trace file to your Support representative or upload the file to the FTP location provided by your Support representative.

### Step 3. Reset the Tracing Level to Standard

1. On the client machine, run `regedit` again to open the Registry Editor.
2. Browse to the following location: **HKEY\_CURRENT\_USER\Software\C2C**

**Systems\PstProc\PstProc\Settings**

3. Double-click the **REG\_DWORD** key **Trace**, and change the value to **0**.
4. Close the PST Processor.

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