How to Gather Quick Link Tracing

https://campus.barracuda.com/doc/46207941/

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.

From ArchiveOne version 7.3, the Quick Link Client initially traces at advanced level on start up. This then reverts to the value provided in the **Advanced** settings of the Mailbox Manager, or that configured in the registry.

Step 1. Enable Tracing

1. On the system experiencing the issue, close Microsoft Outlook, and then run `regedit` to open the Registry Editor.
2. Browse to the following location: **HKEY_CURRENT_USER\Software\C2C Systems\AOnePolClient\Settings**
3. Double-click the **DWORD** key **trace**, and change the value to **2.**
    1. If the key is not present, right-click and create a new **DWORD** called **Trace**.
4. Copy the folder path from the **DWORD** value **TracePath**. This location is where the client log files will be generated.
5. Close the Registry Editor.
6. Restart Outlook, and verify the **Retrieved Messages** folder is empty to ensure the Quick Link Client will have to contact the Archive server to retrieve the archived message.

Step 2. Gather the Log Files

Once you have recreated the issue or reproduced the error, gather the log files using the following steps:

1. Browse to the **TracePath** folder, and zip the file **AOnePolClientTrace.log**.
2. Email the zipped **Log** file to your Barracuda Networks Support representative, or upload the file to the FTP location provided by your Support representative.
    > Your support representative will review the log file to determine the root cause of the process that produced the error and determine a resolution.

Step 3. Reset the Tracing Level to Standard

Use the following steps to reset the tracing level to Standard:

1. On the Archive server, run `regedit` to open the Registry Editor.
2. Browse to the following location: **HKEY_CURRENT_USER\Software\C2C Systems\AOnePolClient\Settings\trace**
3. Double-click the **DWORD** key **Trace**, and change the value to **0**.
4. Close the Registry Editor.