

Troubleshooting PLA

There are a number of ways to troubleshoot PLA problems within the Prinergy Workflow system.

Find additional troubleshooting information on the Kodak services and support portal at <https://partnerplace.kodak.com>.

RBA Status history

Rules-Based Automation drives the PLA software. You can find information about failed **Layout Automation Job Created** events in the Workshop Client in **Rules Set Manager > RBA Status**. When you click the Rule Set link, you see all the actions, line-by-line, with the status of each action. This helps you identify the action where the rule failed.

PLA system logs

- On the Prinergy Workflow primary server, select **Start > Kodak > Layout Automation > View Layout Automation Logs**. An HTML page in your default web browser displays the PLA system logs. The logs are color-coded.
Note: The current PLA system log is located in `C:\Program Files (x86)\Kodak\LayoutAutomation\Server\logs \LayoutAutomation.log`.
- PLA system log removal is not managed by the software. Manually delete logs if required to preserve disk space on your system drive.

Other logs

Use the Prinergy Workflow diagnostic logs to obtain status and processing information about the actions taking place within the Prinergy Workflow system.

To access the diagnostics logs on the Prinergy Workflow primary server, select **Start > All Programs > Prinergy > Diagnostics**.