

Generating a process report for troubleshooting

To help troubleshoot a problem, generate a detailed report about a specific process to send to your service representative.

1. In Job Manager, in the **Processes** pane, select an active or completed process.
2. From the **Process** menu, select **Processing Tools**.
3. In the Create Process Report dialog box, In the **Comment** box, type any information that may help the service representative solve the problem. This text is added to a comment file in the resulting zip file.

Three files (.stdout, .txt, .zip) are generated in the following directory: %ServerName%%AraxiHome%\CreoAraxi\support\ProcessErrorInfo%JobName%%ProcessName-ProcessCode%\nSend the .zip file to your service representative.