Troubleshooting the installation

The software is installed as a service that is set to automatically start when the computer starts. Restarting the service is rarely necessary and is typically used only for troubleshooting, under the guidance of a service representative.

If you need to restart the Business Link service while performing troubleshooting tasks, use this procedure:

1. Select **Start** > **Programs** > **Kodak** > **Prinergy Business Link** > **Stop Server**.
2. Select **Start** > **Programs** > **Kodak** > **Prinergy Business Link** > **Start Server**.

The server fails to start after the software is installed

If the Business Link server does not automatically start as a Windows service, only the **Configuration** tab and its Administration Client software pane are visible and a message states that your server is unreachable. Try starting the server and connecting the client software.

1. Select **Start** > **Programs** > **Kodak** > **Prinergy Business Link** > **Start Server**.
2. On the **Configuration** tab in the Administration Client software, check the host name. The local host should be specified by default. If the text box is blank, type `localhost` or specify the host name or IP address. Unless you are using a remote host, the default will typically work.
3. Click **Connect**, and wait for the remaining options to appear.
4. On the **Status** tab, click **Start** to activate communication between the client software components and the Business Link server.
   Note: If only **Stop** is visible, you must first click **Stop**, and then click **Start**.
5. Check the Windows system or application log, and determine whether errors occurred during the service startup. If errors occur, contact a service representative.

The service starts but the tray icon remains red

If the service starts but the tray icon remains red for several minutes, try restarting the service. Use the Diagnostics Viewer to check the log file for errors.

Using the Diagnostics Viewer to check technical data

To identify the source of a problem, it is occasionally necessary to review technical details. To review log files as jobs are being processed, you can use the Diagnostics Viewer and its Chainsaw log-file viewer that are installed with the Business Link software. To be informed when problems occur, ensure that you set up e-mail notifications. The messages can contain helpful details. The Diagnostic Viewer captures and displays errors that occur only while the Diagnostic Viewer is actively running. You must first activate the Diagnostics Viewer and then start the processing that you want to log.

Log files are continuously generated, regardless of whether the Diagnostic Viewer is active. If necessary, you can use a text editor to open the log files. They are located in the `C:\Program Files (x86)\Kodak\BusinessLink\3.0\logs` folder. The currently active log file is named `yohoLogFile.txt`. Older logs are numbered sequentially. For example, `yohoLogFile.txt.1` is the most recent noncurrent log file.

1. Select **Start** > **Programs** > **Kodak** > **Prinergy Business Link** > **Business Link Diagnostics Viewer**.
2. Review the log file that appears in the Diagnostics Viewer.
3. Minimize the Diagnostics Viewer.
4. Review the Chainsaw Log Viewer that appears.