

The primary function of the KiwiPlus Send Error Log is to provide Radford Software with a daily update of any KiwiPlus errors that might currently be affecting clients.

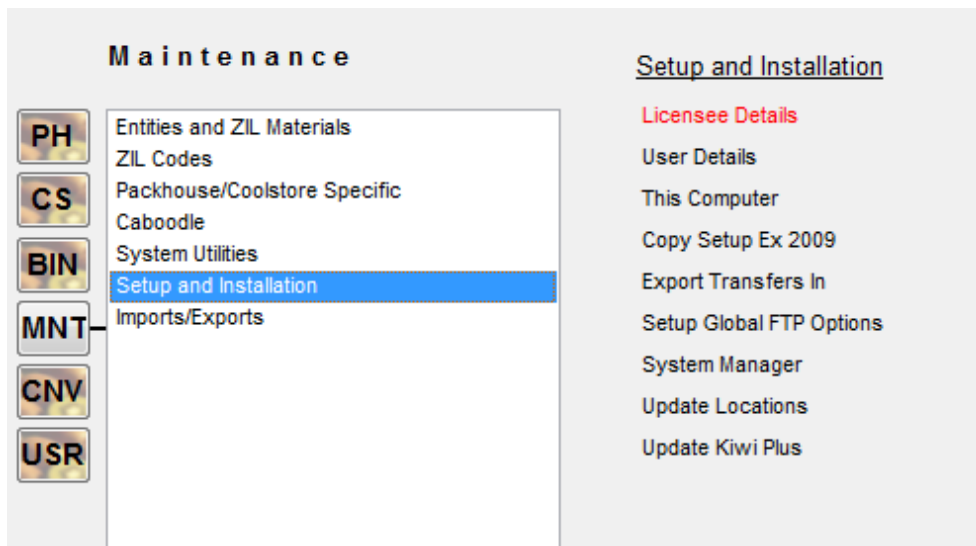
It is designed to be an automated process which, when enabled, will automatically dispatch an error log file (from a workstation of your choice, and at a nominated time of your choice) without any user intervention required.

The Error Log allows us to quickly identify whether an issue is affecting multiple sites or if it is site specific.

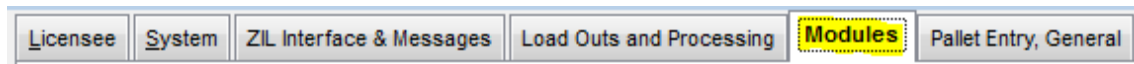
The Error Log can also be used manually when required i.e. a Supervisor user can go in and send an error log at any time with just a click of a button.

**NOTE:** The following is to be performed by the SUPERVISOR user only.

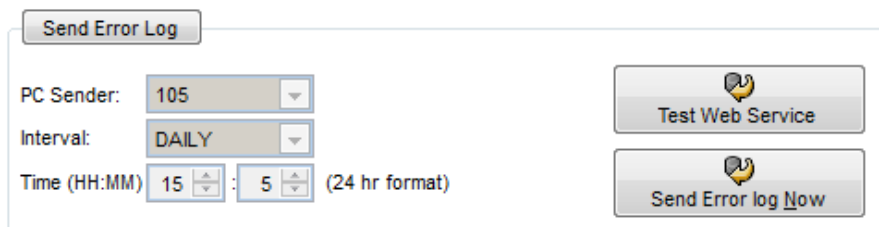
1. To access the Error Log setup click the **MNT** button > select the **Setup and Installation** sub menu > click the **Licensee Details** button to open the **Licensee Details** screen.



2. Click the **Modules** tab. (NOTE: The Error Log function has been moved from its previous location in System Config)

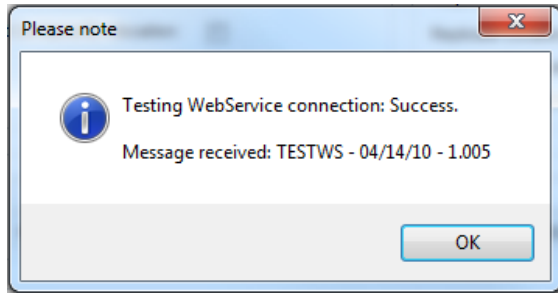


3. The **Send Error Log** section is located in the bottom left hand corner of the screen.



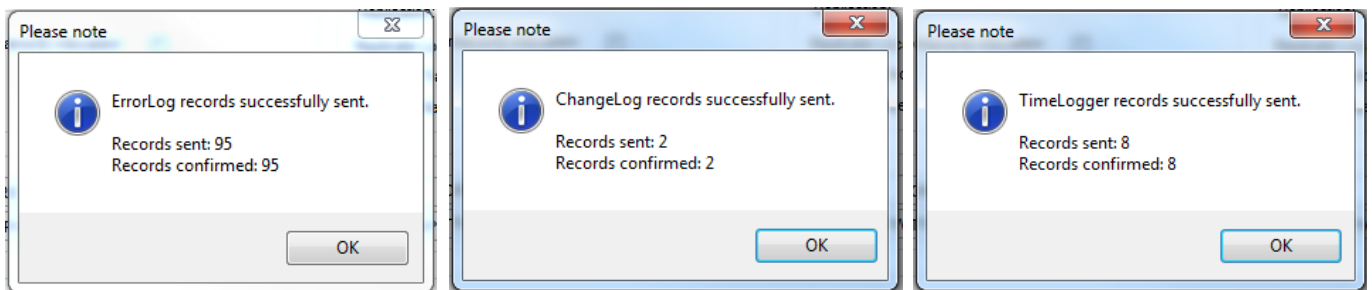
- The first thing to do is to test you have a connection to our webservice. Without this connection the function can not run. Click the **Test Web Service** button.

The following message box should appear to tell you a connection was successfully made. If you experience any problems please contact us for advice.

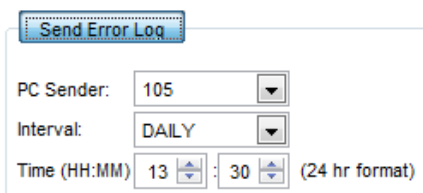


- It is a good idea to send your first error log through manually so click on the **Send Error Log Now** button.

A message box will appear on screen stating how many records were sent. These records are all marked with a sent flag so that they are not sent again on future uploads. This ensures the upload is a quick process each time.



- The final step is to set up the automated process to allow the Error Logs to continue uploading on their own at a set time each day without any user intervention. Click on the **Send Error Log** button.



- Select the machine number (PC) which will be doing the uploads from the **PC Sender** drop down box. Only one machine can be nominated as the sender.
- Select **Daily** from the **Interval** drop down box. This means the upload will occur daily.
- Enter the time you would like the PC to perform the upload each day using the 24 hour clock, making sure you choose a time when this particular PC will be turned on.
- Click the **Save** button. The automated send function has now been set and will occur daily at the time specified by you. No more user intervention is required from this point on.