System
Viewing User Settings and Session Logs

The Contact Support form available in the TNT products (Help/Contact Support) can be used to request new features, request help in exploiting the full capabilities of your TNT products, and report errors. This form automatically collects information from your computer to assist with its TNT error reporting function. You have direct access to all of this automatically collected information using the buttons in the Automatically Upload panel of the Contact Support window (see illustration below). You may gain some insight into the operation of a process by examining your session log, which may also provide useful information for a programmer when trying to troubleshoot an error. For more information on the contents of your session log, see the 2004:70 Technical Guide entitled *Session Log Files*.

The View Settings button opens the Settings window that presents in text format the contents of your tntproc.ini and tnthost.ini files in use by the version of the TNT products you are running along with a listing of all the files and their dates in the directory that contains the currently running TNT product installation (DirectoryList.txt tab). The View Session Log button opens the current session log in database table format, which provides several ways of manipulating the arrangement of the information using TNT's standard table manipulation features, such as sorting and reordering fields. To sort on a field, click on its heading. To change the order of the fields, click and hold on its heading and drag it left or right. You can also open earlier session logs and view basic information about your computer from this window.

The fields in the Session Log Viewer table are: Date, Run Time, Process ID, Process, and Description. The Date field reports the end of the processing time for the procedure detailed in the Description field. The start time for a process is also recorded. The Run Time is reported in seconds. The process ID is a unique number that applies to an individual instance of a process. A process (executable program) may include many different menu choices. For example, the Vector Filtering and Buffer Zones choices both run the vectanly.exe process. The process ID lets you distinguish between these two when both are running at the same time. A typical TNT user runs more than one process at a time, so session log files will have entries from a number of processes intermixed when the session log is sorted by date. Sorting by process ID groups all instances of a process running from a single menu selection. If you run two instances of the same menu selection, the process ID will still be unique.

Contact Support window panel

The description field provides information about each step in a process as it is completed. Many of these steps are "behind the scenes" and would not be encountered as a processing message while running. In addition to opening the session log from the Contact Support form, it can be opened directly from the menu (Tools/Miscellaneous/View Session Log).