

HOWTO: Enable License File Logging

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Background

When license issues arise that don't fall under normal solutions, we may ask you to generate a log file from your project. This is a feature built into the `Atalasoft.Shared` library.

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Applicability

Please note: this article applies to DotImage 6.0c and newer versions.

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Enabling License Logging

1. Open the registry with RegEdit
2. For x86 computers or x64 computers troubleshooting x64 applications the `HKLM\Software\Atalasoft` key will be used. For x64 computers troubleshooting x86 applications the `HKLM\Software\Wow6432Node\Atalasoft` key will be used. We recommend adding logging to both unless you are certain which scenario you will encounter.
3. Right-click the "Atalasoft" Key and choose [New->String Value] (will create a `REG_SZ`)

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4. Name the string value `Logfile`
5. Set the value of the string value to a full path of a file to log to.
6. You will want to go and create a blank text file with the name of the log file at the path from the previous step. It expects a full path on disk. For example, you can use `c:\atalasoft-log.txt`. If you are adding values to both the `Software\Atalasoft` and `Software\Wow6432Node\Atalasoft` locations that the names are unique. Something like `c:\AtalaLog\atalasoft-x86.txt` and `c:\AtalaLog\atalasoft-x64.txt` will suffice. (if you do not create the empty text file, the first time you run it will create it but it will be blank.. if it creates a blank file run it again)
7. Run your application through to the error message.
8. Then, send us the logfile that is generated.

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Aftercare

When everything is working properly, be sure that the registry value is removed.

NOTE: `C:\Windows\Temp` is a protected directory and is generally NOT recommended for a location for your log file. The Web process needs to have full permissions to be able to write to the file location.

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Original Article

- Q10225 - HOWTO: License file logging
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Last Update

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Atalasoft Knowledge Base

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