

Using the W-SAM Diagnostic Tool

The purpose of the tool is to provide W-SAM diagnostic information for interpretation by developers, systems engineers, and technical support staff. It will not fix W-SAM problems, but can help identify problems.

This tool was designed for use by customers under the supervision of Neoteris staff. It provides extensive debugging capabilities, and the information that it generates should be treated with the customary care afforded to sensitive data.

W-SAM Proxy Debugging:

The tool can enable debug logging for the W-SAM client side proxy (gapsvc.exe). Level 3 is recommended for general diagnostic purposes. You can enable this within the 'Debug Logging' Tab. For logging to take place, this must be set before launching W-SAM. You may open the log file with the *Open Log File* button in the upper right corner of the *Debug Logging* tab. The log file is also located at the following location:

%PROGRAMFILES%\Neoteris\Secure Application Manager\samdebuglog.txt

Application Level Debug Logging:

In the event an application is crashing or not functioning correctly application level debug logging may be requested by Neoteris Support. This consists of debug logging from the Layered Service Provider, the DLL that attaches to Winsock applications and redirects connections to the W-SAM client side proxy.

To enable debug logging for an application press the Add button and locate the application you wish to debug. Once found, you will specify a debug level; 3 is recommended for most general purpose diagnostics. You must start, or restart your Winsock application to enable the debug logging. To view the log file, select the application and press the *Open Log File* button on the lower right hand side of the *Debug Logging* Tab. The log file is written to the following location:

%PROGRAMFILES%\Neoteris\Secure Application Manager\

Winsock Catalog Control:

From this tab we can manipulate the Winsock catalog for troubleshooting. The *Install* and *Remove* buttons are equivalent to manually un-registering the LSP (regsvr32 -u gapsp.dll). Please remember that if you uninstall an LSP without uninstalling the software package that uses it, the W-SAM installation will be broken.

The *Enable/Disable DNS* buttons are there to help troubleshoot an infrequent bug where the network connectivity is broken after exiting W-SAM. Please use this only under the supervision of Neoteris Support.

System Information:

This is a general system information capture to assist with troubleshooting. You may open this as a text file with the button in the lower right corner of the *System Information* tab. You may also access the file directly at:

%PROGRAMFILES%\Neoteris\Secure Application Manager\sysinfo.txt

All of the Winsock catalog information presented in the *Winsock* tab is also recorded here.

Note:

Please disable debug logging when not in use, since it will degrade system performance.