

# How to set up and run an Scp Debug session running the Communication Server as an application (for short-term logging)

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How to run an Scp Debug file for short-term logging

## Procedure Steps

- 1) If the Communication Server service is installed on a computer running Windows 7 or above, User Account Control (UAC) must be disabled. Open Control Panel and select User Accounts. Select User accounts a second time then select Change User Account Control settings. Move the slide bar to never notify and select OK.
- 2) Stop the Communication Server service and then start the Communication Server as an application. To do this click the Start button, and then select **All Programs > OnGuard > Communication Server**.
- 3) Double-click on the new icon that displays in the Notification area in the lower right-hand corner of the screen. The icon appears on a Taskbar button in the Taskbar. Click on the Taskbar button.
- 4) From the **Diagnostic** menu, select **Scp Debug File**. A check mark appears next to the menu item.
- 5) Reproduce the issue you are trying to capture several times in the same debug session if possible. Document the times the critical events were generated for cross-reference later.
- 6) Allow a few minutes to pass to insure the data is written to the file.
- 7) From the **Diagnostic** menu, select **Scp Debug File**. The check mark next to the menu item disappears.
- 8) You will find the two files (**SCPDebug.txt**, and **SCPDebugc.txt**) in the root of the OnGuard directory (**C:\Program Files\OnGuard\**). Collect both files for review.
- 9) If your Communication Server hosts multiple ISCs, check the database for the value in the PanelID column that matches that panel's name using the following query:  
  
Select \* from Accesspane  
  
The standard name of the panel is listed under name and the panel ID is listed under the PanelID column.
- 10) Collect both files, as well as any relevant logs, reports, screenshots, etc.

## Applies To

OnGuard (All versions)

## Additional Information

The benefit of running an automated debug versus a manual debug is that the automated debug captures immediate Communication Server failures without a lot of preparation. This is generally used when communication initialization is not a suspect.

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