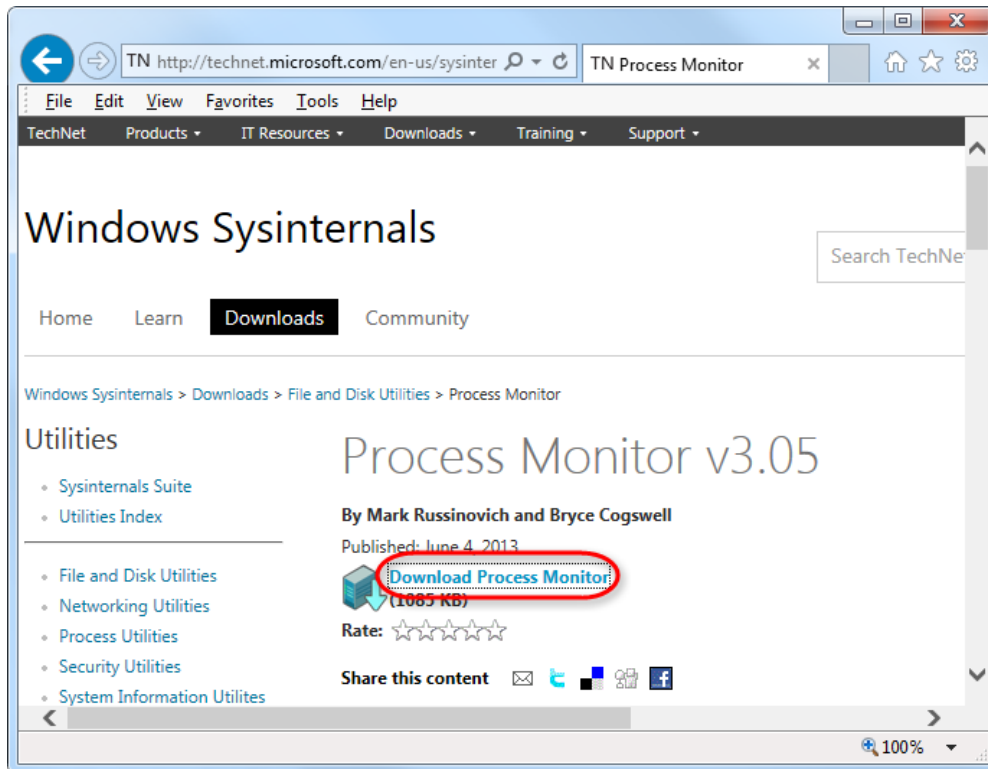


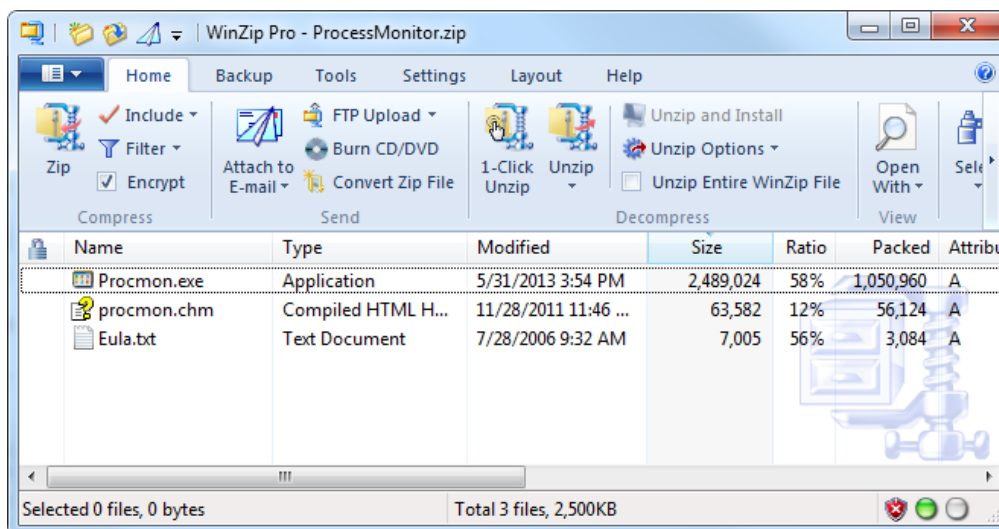
Using ProcMon to gather debug information about a process

“Install” ProcMon

- 1) Download the .zip file from SysInternals
<http://technet.microsoft.com/en-us/sysinternals/bb896645> or
<http://download.sysinternals.com/files/ProcessMonitor.zip>



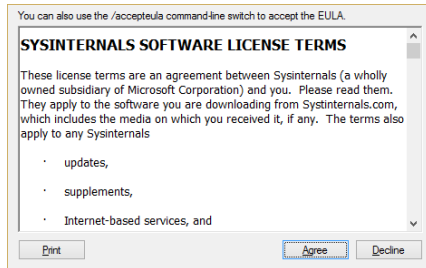
- 2) Extract the files from the .zip file to a location on your computer (e.g. Documents\ProcMon)



- 3) Close all instances of the process you're interested in (e.g. SecureCRT.exe) by closing all of the existing application windows. You may want to check TaskManager to see if there are any other instances of the process that are running which need to be terminated.

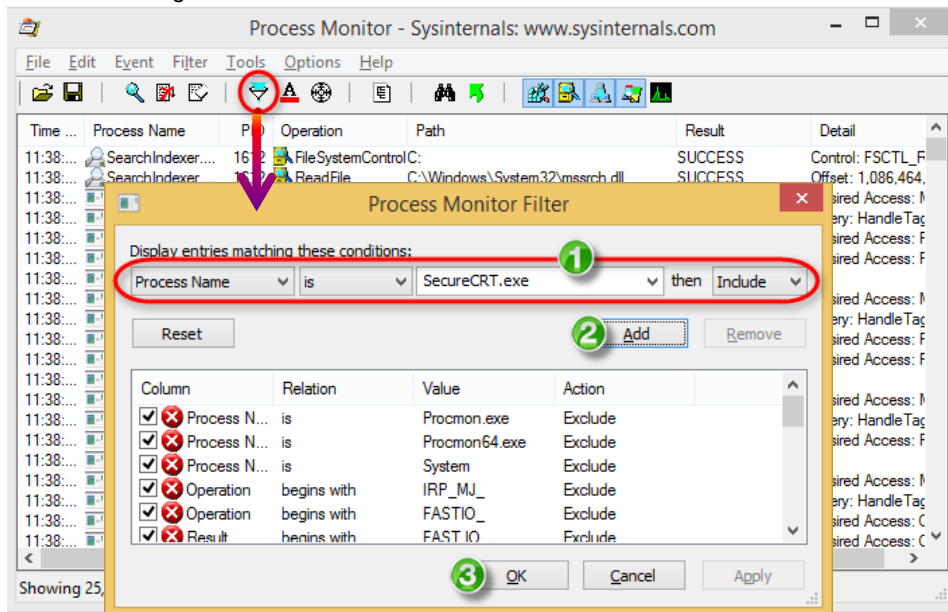
Run ProcMon

- 4) Run ProcMon.exe.

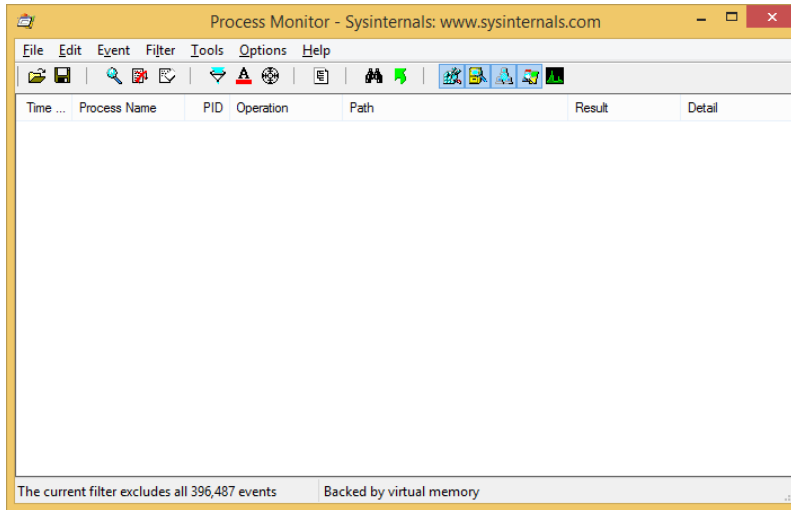


- 5) Create a filter for the process you're interested in (e.g. SecureCRT.exe)

Be sure to change the default filter condition from "Architecture" to "**Process Name**":



Until you start SecureCRT, the Process Monitor window will be empty (unless you already have an instance of SecureCRT that is running):

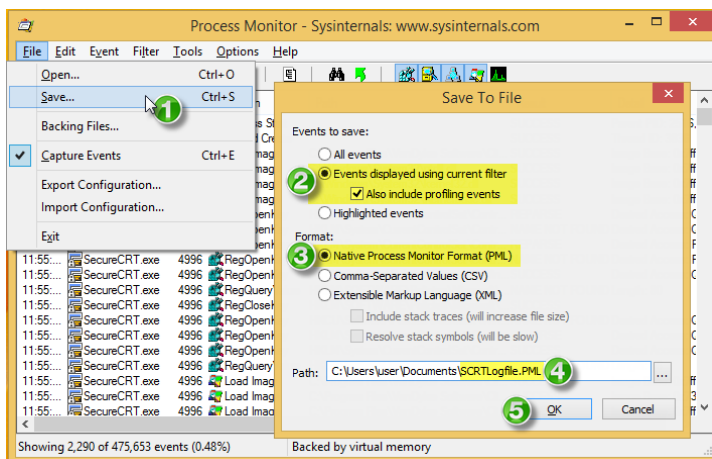


Run the Process you are Troubleshooting

- 6) Start the process you're interested in (e.g. SecureCRT.exe) by running the actual app (e.g. SecureCRT).
- 7) Run through the steps you normally follow until the point at which the problem you are experiencing has exhibited its problematic behavior.
- 8) Close the process you're interested in (e.g. SecureCRT.exe)

Save and Send the ProcMon Log File

- 9) Save the ProcMon information to a PML log file.



- 10) Compress the .PML file that was generated (zip) and send it as an email attachment to the technical support representative with which you have been corresponding at VanDyke Software.