System analysis

The system analysis is a useful tool for support cases. It creates a detailed status report of your KentixONE system for the selected time period. The system collects reports of all system-relevant processes and creates a database backup. Once the analysis is complete, all the information collected is encrypted and automatically downloaded as a .ksr file (KentixSystemReport). This individual report can then be sent to Kentix Support for evaluation together with a description of the actions performed during the process.

If a problem occurs sporadically or without a known time interval, the analysis can be carried out continuously. The time period can be set to "0" for this purpose. Once the error has occurred, the analysis should be stopped as quickly as possible so that valuable information is not overwritten by the ongoing analysis.

When starting or exiting the system analysis, all processes are restarted, which can also lead to a logout from the system.