

NETOP™

RemoteControl

Secure Remote Management and Support

Logging using DtlSpyCommandLine



Introduction

This document provides the steps you need to perform in order to log Netop Remote Control events using DtlSpyCommandLine.exe.

Prerequisites

Download the DtlSpyCommandLine.exe from [here](#).

How to log using DtlSpyCommandLine.exe

1. Create a folder (E.g.: *C:\test*) and copy the **DtlSpyCommandLine.exe**.
2. Create a .bat file in the same directory and write in it the following commands (*C:\test* is used as the location of the folder where DtlSpyCommandLine.exe was copied):

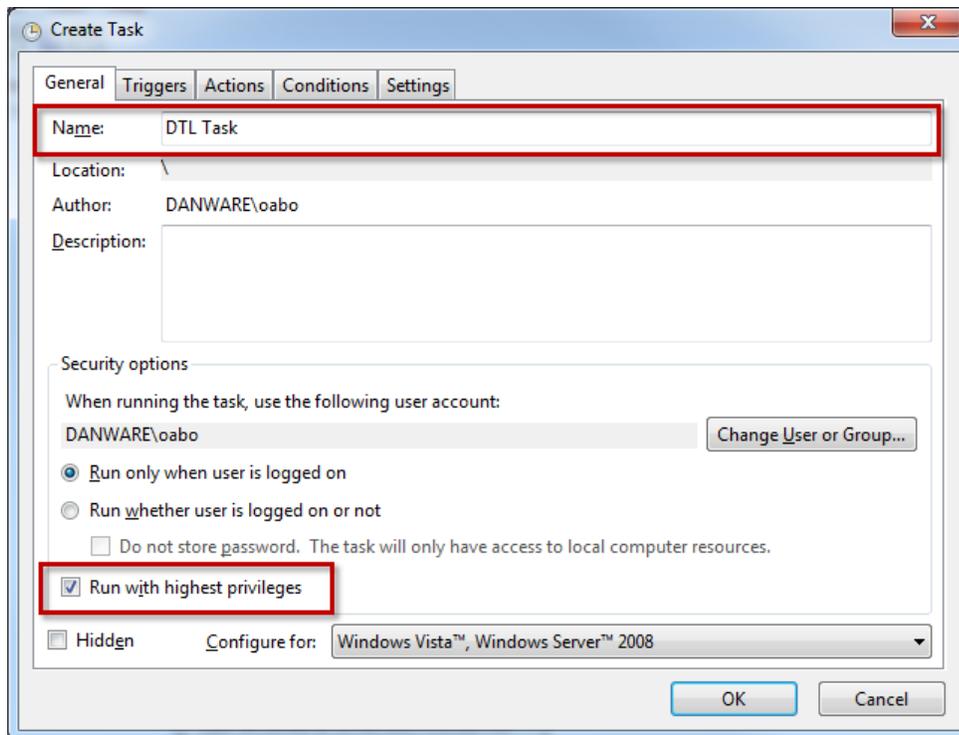
```
cd C:\test  
DtlSpyCommandLine.exe
```

3. Create a task that repeats every day for the next 30 days (we are hoping to get the log information within this period). If you will create this task from the task scheduler, click [here](#) to see the steps.
4. Change the netop.ini file in order to enable logging. See the settings [here](#).
5. Whenever the issue is happening (you cannot connect to the Host using Netop Remote Control), connect to the target device and retrieve the **dtlspy.log** file from the same location as the DtlSpyCommandLine.exe (in our example we used *c:\test*)

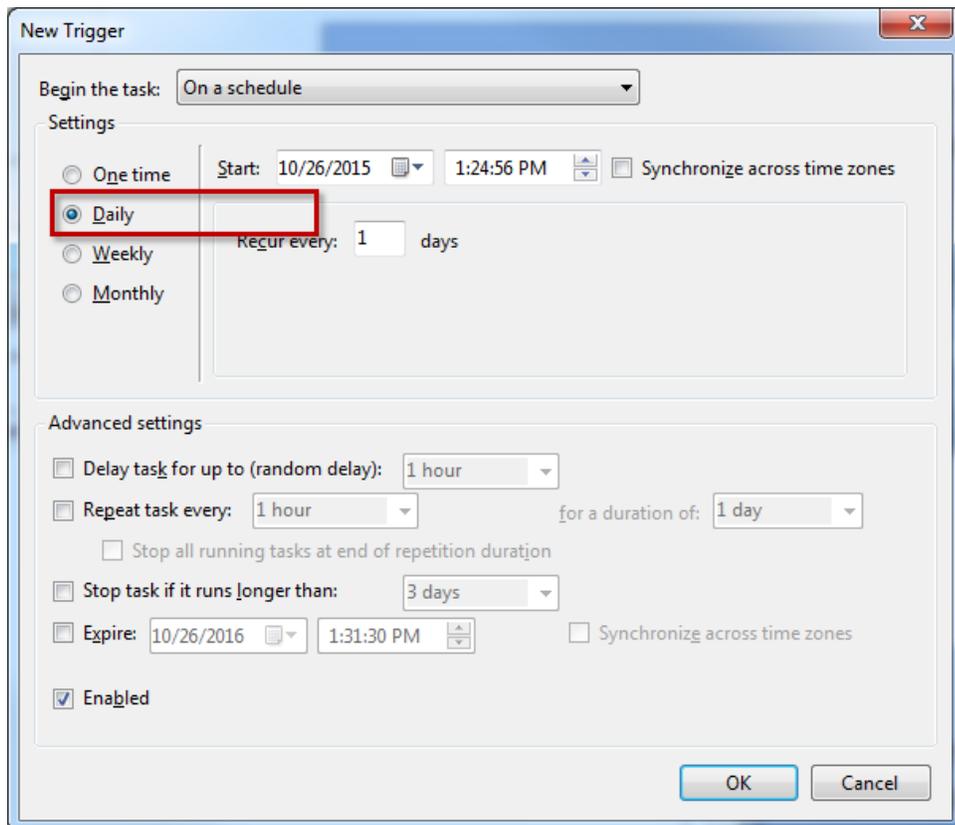
NOTE: The size of the created log could be up to 100MB. So please make sure there is enough space on the device.

Create the task using Task Scheduler

1. Open the Task Scheduler.
2. From the **Actions** menu, click the **Create Task...** option.
3. On the **General** tab, in the **Name** field enter the same of the task and select the **Run with highest privileges** option.



4. Click the **Triggers** tab, click the **New...** button and configure the task to run daily:



5. Click **OK**. The conditions that will trigger the task will be displayed in the Triggers list.

6. Click the **Actions** tab and then the **New...** button.
7. From the **Actions** drop-down list select the **Start a program** option, then click the **Browse** button and navigate to the location where you created the .bat file at step 2.
8. Click **OK**.

Enable logging in the netop.ini file

Prerequisite: The Host is stooped or closed.

Assumption: We are assuming that you have the same settings on all the devices.

Update the netop.ini file in order to enable logging:

1. Copy the netop.ini file from C:\Windows\netop.ini from one of the Host computers
2. Open the netop.ini file (C:\Windows\netop.ini)
3. Create a DTL tag in the file like this: **[DTL]** (if doesn't exist)
4. Enter the following settings In the **netop.ini** file:

[DTL]

LogToFile=1

DTLLogKB=100000

LoggedModules=Hostguest

LoggedSeverities=Error, Fatal, Warning

1. Stop the Host service (that is, NetOp Helper ver.xx.xx (build number)) on the target device.
2. Make a backup of the netop.ini file then overwrite the netop.ini files on all the devices.
3. Start the Host service on the target device.