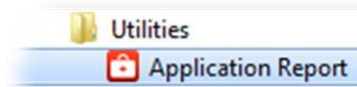## Purpose

Steps to create an application report for TOP Server version 5.xx. An application report provides Software Toolbox's technical team with information regarding the specific use of TOP Server pertaining to the client's project. Some of the things the application report includes are: event log, configuration, installation details, and UA certificate details.
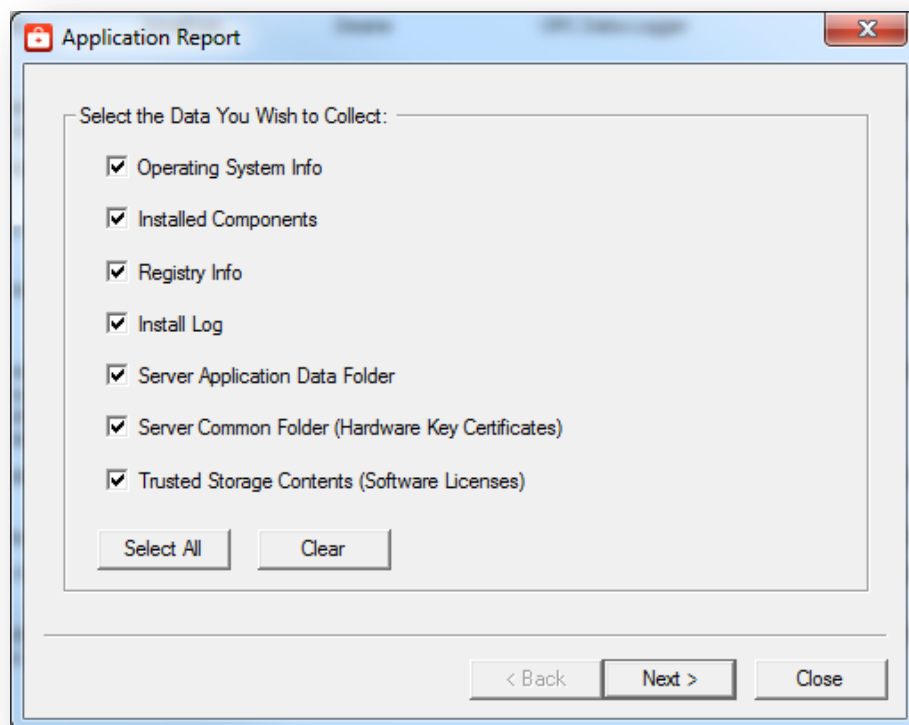
By using an application report the Software Toolbox technical team is provided with information that allows for effective troubleshooting. In some cases in depth diagnostics are also required to solve more complex problems.
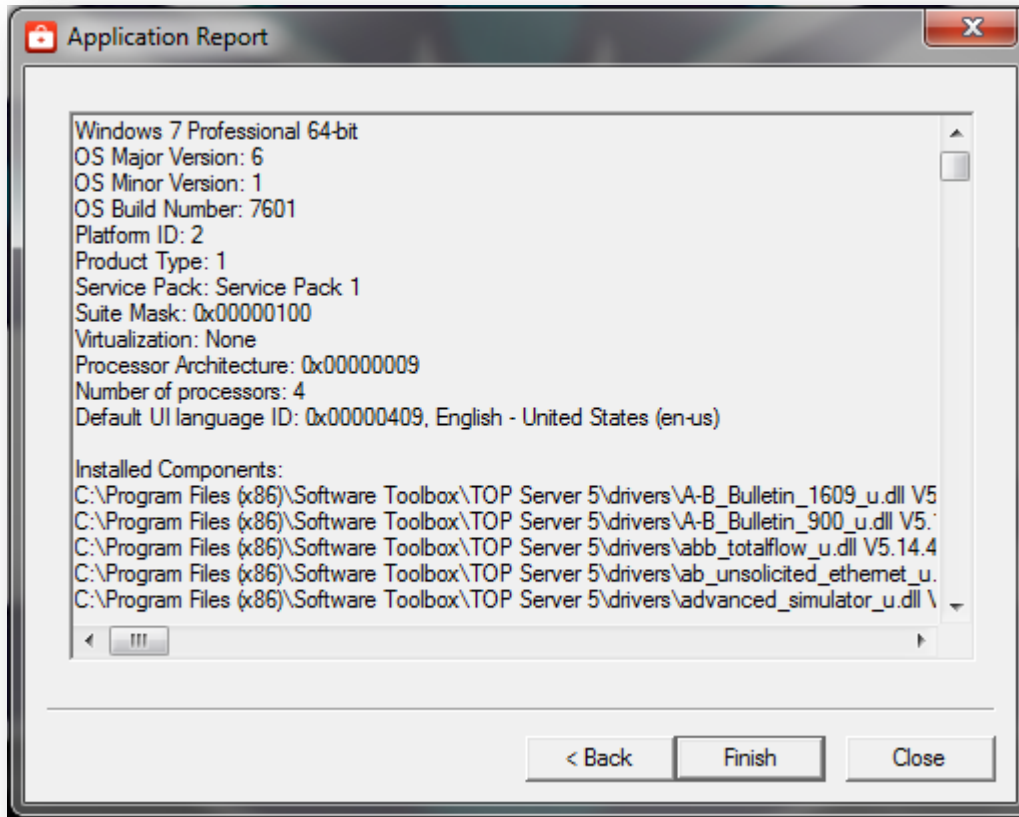
Creating an Application Report

1. Click **Start** | **All Programs**, then select **Software Toolbox.**
2. Click **TOP Server 5** | **Utilities**
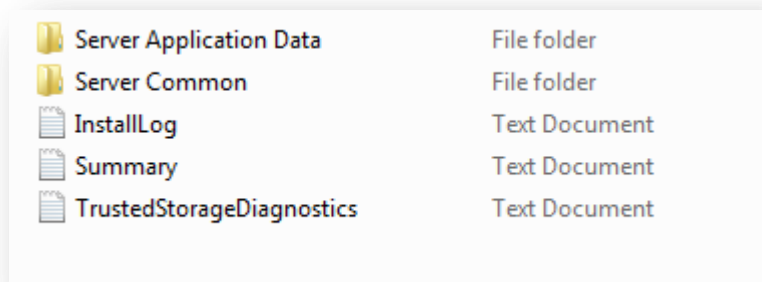3. Click **Application Report.**

4. In the window that appears, ensure that all items are checked then click **Next.**

5. A Summary page will appear where you can click **Finish**

6. This will bring up a Browse for Folder Dialog box asking where you would like to save the files.
7. We recommend that you create a new folder in a memorable location
8. The Application Report will generate three files and two folders as shown below.

Sending the Application Report

We ask that you create a zip folder containing the information from the application report and send it to support@softwaretoolbox.com with any additional comments to the problems or issues you may be experiencing.