



# Support Tools

Fabasoft Support Services

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# 1 Client Information Tool

Last update: 6 April 2022

This tool collects information about a client's installed software and user configuration.

## 1.1 Download

[ClientInformationTool.zip](#)

(SHA-256:

F05460043E09BC2BE624E1DD44DEEFA33CC6743FC6468F72512556510167D3E)

Current Version 1.5

## 1.2 Release Notes

### Changes 1.5

- Use current working directory for temporary files, to support clients with temp folder protection

### Changes 1.4

- Add support for new Side-By-Side Plugin Installations.
- Use SHA-256 for calculated hashes.

### Changes 1.3

- Improved listing of Filetype Associations
- Add Support for new Fabasoft Folio Client
- Listing of Group Policy Internet Explorer Zone Settings

### Changes 1.2

- Improved Registry Evaluation for Clients where normal Registry Evaluation has been disabled
- Determine Default Browser

### Changes 1.1

- Evaluate Environment Variables

### Changes 1.0

- Support Clients where Registry Evaluation has been disabled

### Changes 0.9

- Evaluation of Installed Applications

### Changes 0.8

- Listing of Filetype Associations
- General Code Improvements

### Changes 0.7

- Improved Zip File Handling
- Localization Support
- German Localization

- Internet Explorer Extension Listing
- Microsoft Office AddIn Listing

## Changes 0.6

- Initial Release

## 1.3 Usage

- Copy the file `ClientInformationTool.cmd` onto the client from which the information should be collected
- Execute `ClientInformationTool.cmd` , with the user account whose information should be collected, by double clicking on the file

Windows policy settings, such as the deactivation of powershell, or virus scanners may prevent the execution of the script. Therefore, please test the execution under user permissions if it can execute.

## 1.4 Result

After finishing execution, a file named `ClientInformation.zip` should exist in the current directory. Should there be insufficient access rights to store the file in the current directory, it will display the path to a temporary location containing a file named `ClientInformation.zip` . If the tool fails because of any other error it will display a message regarding the necessary steps to gather the collected information.

## 1.5 Tested environments

- Windows XP
- Windows 7 (x86)
- Windows 7 (x64)
- Windows 8 (x64)
- Windows 8.1 (x64)
- Windows 10 (x64)
- Windows 11 (x64)
- Windows Terminal Server 2008 R2

## 1.6 Collected information

- Operating system version, architecture and environment variables
- Network configuration
- Installed Microsoft hotfixes
- User's name, windows domain and group memberships
- Version, size and filehash of the installed version of Internet Explorer
- Internet Explorer security zone configuration
- Installed Internet Explorer Extensions
- Version, size and filehash of the installed version of Mozilla Firefox (if any)
- Version, architecture, size and filehash of the installed versions of Microsoft Office Outlook, Word, Excel and PowerPoint
- Installed Microsoft Office Outlook, Word, Excel and PowerPoint AddIns

- Application and system event logs (on Windows XP only for administrative users)
- Overview of the configuration and installation details for currently installed Fabasoft Software
- Version, size, filehash and configuration of the installed versions of Fabasoft Toolmanager, Fabasoft Folio Plugin, Microsoft Office AddIns and Fabasoft Folio Cloud Plugin
- Logfiles generated by the Fabasoft Toolmanager and/or Fabasoft Folio Plugin
- Version, size, filehash and configuration of the installed version of the Fabasoft Printer Ports

## 1.7 References

- [ClientInformationTool.zip](#)  
(SHA-256:  
F05460043E09BC2BE624E1DD44DEEFFA33CC6743FC6468F72512556510167D3E)

## 2 Collect Dump Info Tool

Last update: 18 December 2018

This tool collects the information and components from a Linux server that are necessary to analyse a core dump.

### 2.1 Download

[CollectDumpInfo.gz](#)

(SHA-256:

0ED8AFC8BC520EBBC70F9B12058ABE7828BF88F8CCE0B946831A7AAA86A30572)

Current version 1.3

### 2.2 Release Notes

#### Changes 1.3

- Also collect libraries under /usr

#### Changes 1.2

- Fixed glitch when collection httpd on newer systems

#### Changes 1.1

- Fixed a problem when collection older httpd versions

#### Changes 1.0

- Initial Release

### 2.3 Usage

- Copy the file collectDumpInfo.tar.gz onto the server from which the information should be collected
- Extract the collectDumpInfo.sh from the archive

- Execute `collectDumpInfo.sh` , with a user that has read access for the following directories:
  - `/opt/fabasoft/`
  - `/var/opt/fabasoft/`
  - `/usr/sbin/`
  - `/lib64/`
  - `/opt/app.telemetry/` (if installed)

## 2.4 Result

When the execution is complete a file named *dumpinfo.tar.gz* should exist in the current directory.

## 2.5 Collected information

- Fabasoft Folio service files
- Fabasoft app.telemetry files
- Linux systems libraries

## 2.6 References

- [collectDumpInfo.gz](#)  
(SHA-256:  
0ED8AFC8BC520EBBC70F9B12058ABE7828BF88F8CCE0B946831A7AAA86A30572)

## 3 Trace Object Info

Last update: 2 June 2021

This script traces the values of all properties of one or multiple objects.

### 3.1 Download

[TraceObjectInfo.zip](#)

(SHA-256:

024C7C6F3A43C83F6C01E1DA387DC0D2B5D39E4ADAC3A9A56769543B26CC1DFC)

Current Version 1.1

### 3.2 Release Notes

#### Changes 1.1

- Add the option to only trace the current version

#### Changes 1.0

- Initial Release

### 3.3 Usage

- Copy the file `TraceObjectInfo.txt` onto a server that has the Fabasoft Folio Kernel installed.



- Replace the text "<COO-Address of object>", inside the file `TraceObjectInfo.txt` , with the COO address of the object, or a list of objects, that you want to output.
- Execute the following command, in the context of an administrator or service user, from inside the directory where you copied the script to:  

```
fsceval -file TraceObjectInfo.txt -tracetoconsole 2> objectinfo.tro
```

Please ensure that you execute this command using the normal shell, or `CMD.exe` on Windows, because some alternative shells like Powershell modify the trace output in significant ways!

### 3.4 Result

After finishing execution a file named `objectinfo.tro` should exist in the current directory, this file will contain trace output that includes all values of the specified objects.

### 3.5 Examples

Tracing the values of `FSCCONV@1.1001:ExternalConversionConfiguration`

```
// Parameters
@objects=[COO.1.1001.1.64008];
@verbose=false;
```

Tracing the values of the current user and `FSCCONV@1.1001:ExternalConversionConfiguration`

```
// Parameters
@objects=[coouser, COO.1.1001.1.64008];
@verbose=false;
```

### 3.6 References

- [TraceObjectInfo.zip](#)  
 (SHA-256:  
 024C7C6F3A43C83F6C01E1DA387DC0D2B5D39E4ADAC3A9A56769543B26CC1DFC)

## 4 Trace Process Info

Last update: 2 June 2021

This script traces the values of all properties of a single process and it's activities.

### 4.1 Download

[TraceProcessInfo.zip](#)

(SHA-256:

9E7A8D6063DB8C143068710C125E0424717F775EDE59BCE5B83CA56BE96BE54F)

Current Version 1.1

### 4.2 Release Notes

#### Changes 1.1

- Add the option to only trace the current version

## Changes 1.0

- Initial Release

## 4.3 Usage

- Copy the file `TraceProcessInfo.txt` onto a server that has the Fabasoft Folio Kernel installed.
- Replace the text "<COO-Address of activity>", inside the file `TraceProcessInfo.txt`, with the COO address of one activity of the process.
- Execute the following command, in the context of an administrator or service user, from inside the directory where you copied the script to:

```
fsceval -file TraceProcessInfo.txt -tracetoconsole 2> processinfo.tro
```

Please ensure that you execute this command using the normal shell, or `CMD.exe` on Windows, because some alternative shells like Powershell modify the trace output in significant ways!

## 4.4 Result

After finishing execution a file named `processinfo.trc` should exist in the current directory, this file will contain trace output that includes all values of the specified activity's process.

## 4.5 Example

```
// Parameters
@activity=COO.x.x.x.x;
@verbose=false;
```

## 4.6 References

- [TraceProcessInfo.zip](#)  
(SHA-256:  
9E7A8D6063DB8C143068710C125E0424717F775EDE59BCE5B83CA56BE96BE54F)

## 5 Scripts for missing activities

### 5.1 Instructions for Collect Activities v1 and Collect Activities 2012 v1:

The script **Collect Activities v1** and **Collect Activities 2012 v1** is used to find all affected activity backlinks and if necessary collect the corresponding activities in a predefined admin tool.

Variables:

- **@collect** :
  - *true* : Broken activities will be collected in the @target admin tool.
  - *false* : Information on the affected activity backlinks will be printed to the tracer, but activities will not be added to @target.
- **@target** : COO address of the admin tool where the identified broken backlinks will be added to.
- **@range** :

- *false* : All possibly affected activities in the system will be checked.
- *true* : Only possibly affected activities in the date range between @start and @end will be checked.
- **@start** : Beginning of the date range.
- **@end** : End of date range. To ensure the correct analysis this should be set to at least 2 hours in the past.
- **@fetchsize** : Number of objects to be fetched per search.

#### Downloads Collect Activities

- For Fabasoft Folio or Fabasoft eGov-Suite 2013 and upwards use:  
[Collect Activities v1](#)  
(SHA1: F1590359360D2C0631EDF7871C4D3A7869653730)
- For Fabasoft eGov-Suite 2012 and Fabasoft eGov-Suite 2012 Sp1 use:  
[Collect Activities 2012 v1](#)  
(SHA1: 3CE84D78F6C565A8C1B12B5BFE9231CE8DCD7961)

## 5.2 Instructions for Fix Activities:

The script **Fix Activities v4** is used to fix affected activity backlinks. During the process the following rules apply:

- Activities that reference ghosts have to be reassigned manually and will not be processed.
- Activities where the automatic fix fails will remain in the @source admin tool. If the automatic reassignment fails multiple times, a manual check is necessary.
- If an activity doesn't require any action it will be moved to the @oknc admin tool.
- Activities that have been fixed successfully will be moved to the @ok admin tool.

Variables:

- @change :
  - *true* : Commit changes to the activities from the @source admin tool.
  - *false* : Print proposed changes to the tracer.
- **@source** : COO address of the source admin tool activities will be read from.
- **@ok** : COO address of the admin tool fixed activities will be added to.
- **@oknc** : COO address of the admin tool that uncanged, but correct activities will be added to.

#### Download Fix Activities

- For all versions use: [Fix Activities v4](#)  
(SHA-1: DF46936301F0D23016622B33464BEE9055D295A2)

## 5.3 Script for leftover activities

### 5.3.1 Instructions for Remove Completed Activities:

The script **Remove\_Completed\_Activities\_v1** is used to remove activity backlinks that are left over from users/groups/positions/organisational units.

Variables:

- @change :
  - *true* : Commit changes to the activities from the @source admin tool.

- *false* : Print proposed changes to the tracer.
- @userschk/@groupschk/@positionschk/@orunitschk :
  - *true* : Use the accordant query to check users/groups/positions/organisation units.
  - *false* : Do not check this type.
- **@verbose:**
  - *true* : List unaffected but checked objects
  - *false* : List only affected objects.

#### Download Fix Activities

- For all versions use: [Remove Completed Activities v1](#)  
(SHA1: 0513C9A7988E5D1EF159F27C4C3B41AA660656CA)