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Tech Document**

**Title:**Clarity: How do I enable Scheduler logging for Open Workbench troubleshooting?

**Description:**

Schedlogging should be enabled on the computer that is running the Open Workbench client on a Windows based computer. It is used to output additional details to a log file while using Open Workbench. Typically this will only be needed when a Clarity Support Engineer requests it.

**Keywords:** CLARITYKB

**Solution:**

Prior to replicating the error, you will need to set the environment variables below on the OWB workstation that is experiencing the issue.

1. In Windows create a folder: C:\OWBLogs
2. Click the Start button
3. Right click My Computer and select Properties
4. Click the Advanced Tab
5. Click the Environment Variables button
6. Repeat the following for all three variables below: (7A - 7C)
	1. In the System Variables section choose New
	2. Variable Name will be the value to the LEFT of the = sign below
	3. Variable Value will be the value to the RIGHT of the = sign below
	4. Click OK
7. The three environment variables
	1. SCHED\_FORK\_OUTPUT = TRUE
	2. SCHED\_OUTPUT\_FILE = c:\OWBLogs\ schedLoggingOutput.txt
	3. \_schedlogging\_ = c:\OWBLogs\schedLoggingInput.txt

1. Okay out of the Environment Variables dialog box
2. OK out of System Properties

Once these environment variables are set (you can check by typing "set" at the command prompt) launch OWB. You can double check the logs are created after the first save to Clarity before going further, and then replicate the error.
3. Attempt to reproduce this issue
4. Once reproduced please send the two files below to your Clarity Support Engineer.

c:\schedLoggingFromClient.log
c:\schedLoggingToClient.log

**Notes:**

1. These logs get overwritten; only the freshest open and save data is retained.
2. The Input file will show data pushed to OWB from the database.
3. The Output file will show data pushed from OWB to the database.