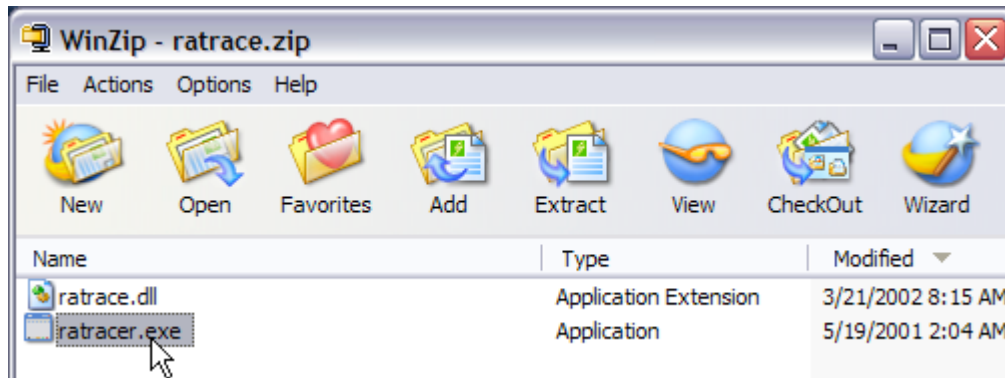
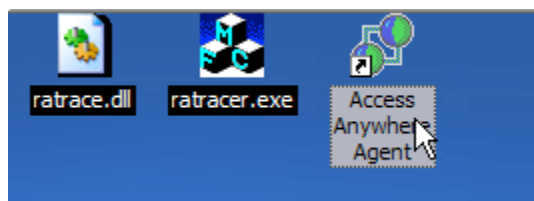


Using Remote Access Tracer

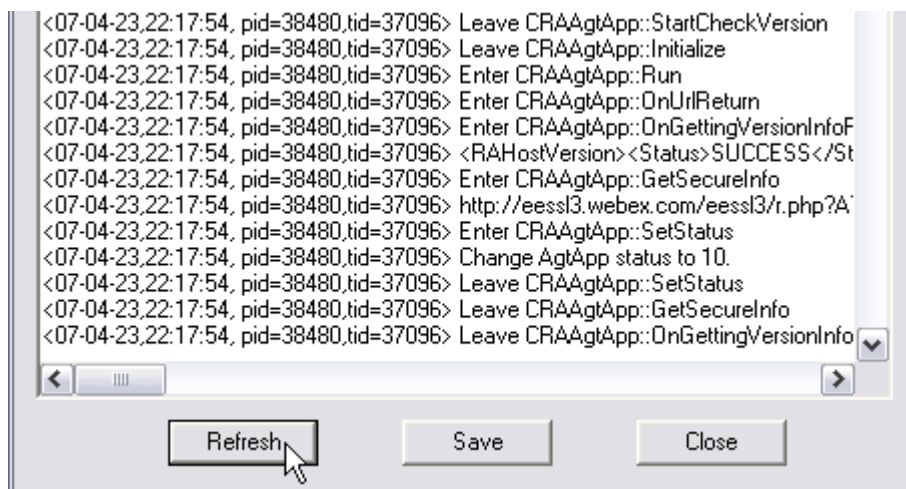
1. Save the “**RATrace.zip**” file to an easy to find location (i.e. Desktop)
2. Once download is complete, double click on “**RATrace.zip**” which will launch WinZip
3. Next, double click on “**ratracer.exe**” as shown below



4. Once the “**ratracer**” window launches, locate and launch your WebEx Remote Access agent (i.e. Access Anywhere, SMARTtech, or PCNow).



5. After the issue has occurred for a few minutes, click on the “**Refresh**” button. This should populate the “**ratracer**” with data as shown below.



6. Now click on the “**Save**” button to launch the “**Save As**” dialog box.

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7. For the file name you may want to use the following naming convention "*currentdate-ratrace.log*". For example, if today was 4/23/2007 the file would be called "**04232007-ratrace.log**" as shown below.

