

AltiGen KB

Using Windows Performance Monitor

Windows Performance Monitor (perfmon) is a tool to assist that monitors several services and provides important information after a server reboots or encounters a service problem. AltiGen's perfmon profile can be installed in the following manner:

Download, and unzip the perfmon profile .htm file to the altigen server. Go to Control Panel -> Administrative tools -> Performance. Expand Performance Logs and Alerts.

Highlight Counter Logs.

Browse to the Altigen.HTM file you saved to the customer desktop.

Click Open. Input a file name. Altigen is used in this example.

Highlight Altigen in the screen on the right.

Right-click and select Start.

Await next problem occurrence. When the failure occurs, document the date and time. Run the Tracecollector.exe, and copy the Altigen.HTM file located at C:\Perfmon into the collected trace .zip file and upload to the ftp site, and update your case to let the assigned Technical Support engineer know that the information is available.

<https://know.altigen.com/questions/1017/>