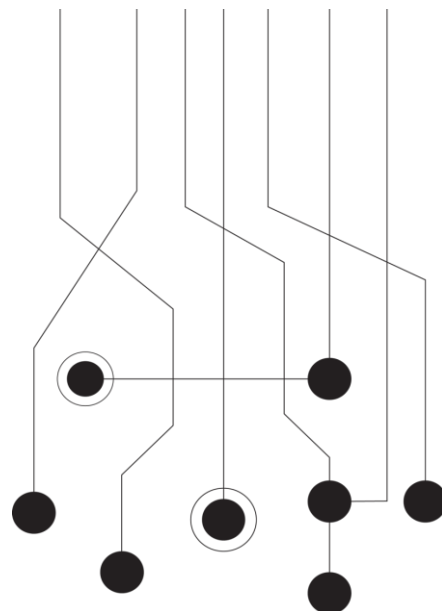




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## HEUREKA INTELLIGENCE PLATFORM



### Heureka Interrogate Troubleshooting Script

Rev. June 2016

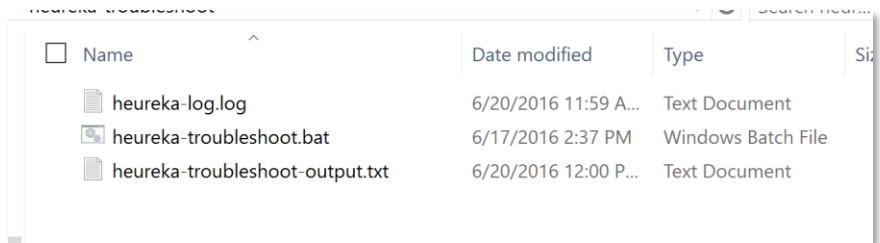
The Crittenden Building  
1382 W 9th Street, Suite 400  
Cleveland, OH 44114 PH: 216.241.3443  
Email: [info@heurekasoftware.com](mailto:info@heurekasoftware.com)

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## Running the script

1. Download the troubleshooting script to your desktop
2. Right-click the script and select "Extract All"
3. Select your local desktop as the extraction area and select "Extract"
4. Once extracted, the folder should open with the .BAT script viewable. If not, navigate to the extracted folder and open.
5. Double-click the "heureka-troubleshoot.bat" file. A command window will open on screen and remain open until the log files are written.
6. Once complete, you should see two extra files in your folder. The first file should be called "heureka-log.log" and the second "heureka-troubleshoot-output.txt"
7. Close your folder and then right-click on the folder and select "Send To > Compressed (Zipped) Folder". You should now see a new folder called "heureka-troubleshoot (2).zip" on your desktop.
8. Email the new compressed zip folder to [support@heurekasoftware.com](mailto:support@heurekasoftware.com)



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