
How to use VACSDDebug to Troubleshoot Voyager Clients

- **Product:** Voyager
 - **Product Version:** All
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
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Question

What is VACSDDebug, how is it enabled and how can VACSDDebug be used to troubleshoot Voyager clients.

Answer

- VACSDDebug allows a user to monitor VACS communication between the a Voyager client and the Voyager server.
- VACS is a Voyager specific protocol used for communication between a Voyager client, and the Voyager server over TCP.
- VACSDDebug can aid in demonstrating issues in the way that Voyager is communicating with the Voyager server, and can help provide some additional clues about connectivity with the server.

To enable VACSDDebug:

1. Reboot PC and login as you normally do.
2. Locate the VACSDDebug.exe; This is located in your Voyager director under "System" (e.g. C:\Voyager\System\VACSDDebug.exe)
3. Close all running Voyager clients.
4. Run VACSDDebug.exe before starting any Voyager clients.
5. Launch the Voyager client you would like to monitor.
6. VACSDDebug will now begin monitoring traffic between the Voyager client and server.

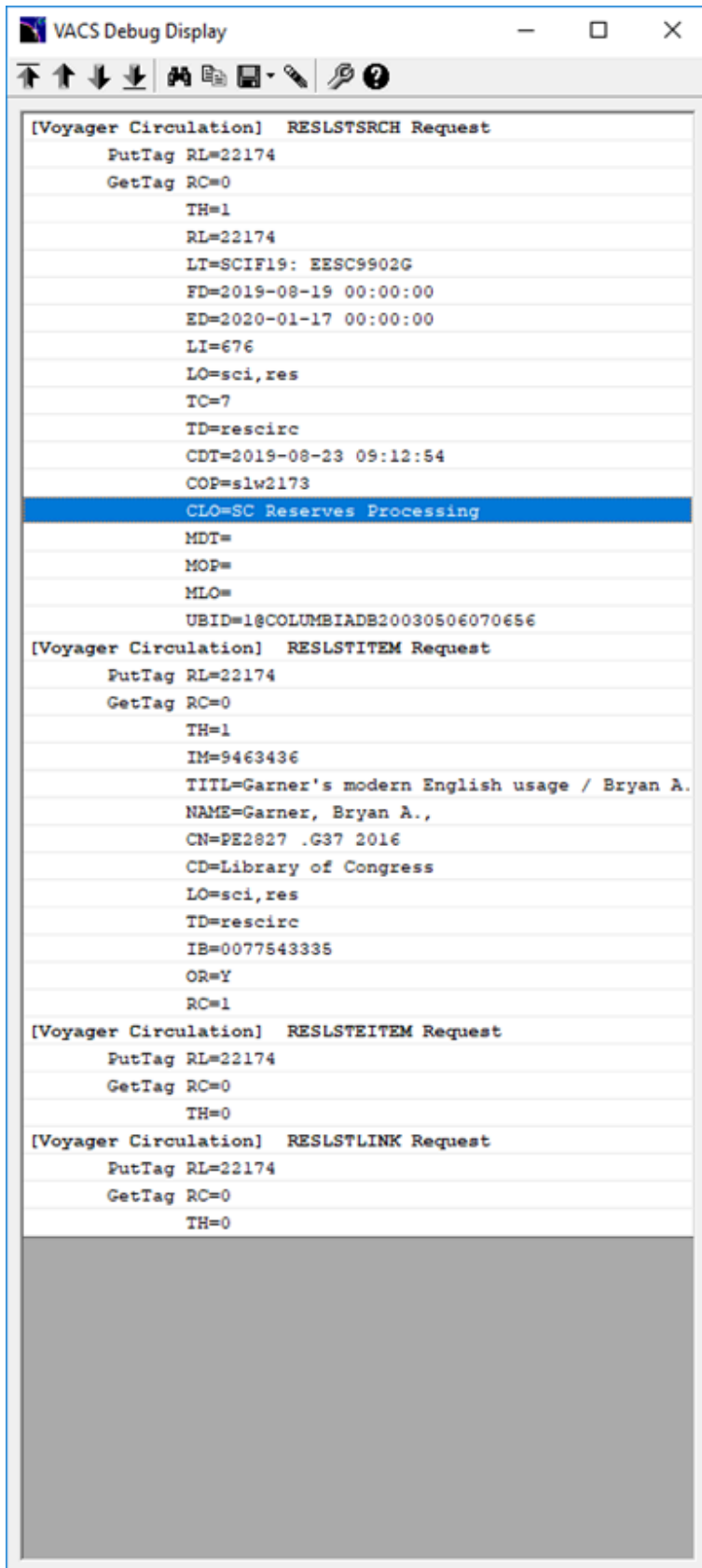
Additional Information

VACSDDebug is fairly simple and it just sits in the background and records the communication between client & server. When working with Support on a problem, this is what needs to be done:

Before you open your Voyager client, go to C:\Voyager\System and open VACSDDebug.exe.

- Then open your Voyager client and log in
- To remove all data that writes to VACSDDebug during the login process, click the button that looks like a pencil eraser (to the right of the Save button)
- Execute the workflow that triggers the error message
- Once the error message has been triggered, immediately go back to the VACS Debug window and *save the output as a .txt file*
- Attach the output file to your ticket

Example VACSDDebug window:



The screenshot shows a window titled "VACS Debug Display" with a toolbar containing icons for navigation and search. The main area displays a log of requests. The first request is a "RESLSTSRCH Request" with various parameters including PutTag, GetTag, TH, RL, LT, FD, ED, LI, LO, TC, ID, CDT, and COP. A blue highlight is under the line "CLO=SC Reserves Processing". This is followed by a "RESLSTITEM Request" with parameters like PutTag, GetTag, TH, IM, TITL, NAME, CN, CD, LO, ID, IB, OR, and RC. The log continues with a "RESLSTEITEM Request" and a "RESLSTLINK Request", both with PutTag, GetTag, and TH parameters. The bottom of the window is a solid grey area.

```
[Voyager Circulation] RESLSTSRCH Request
PutTag RL=22174
GetTag RC=0
TH=1
RL=22174
LT=SCIF19: EESC9902G
FD=2019-08-19 00:00:00
ED=2020-01-17 00:00:00
LI=676
LO=sci,res
TC=7
ID=rescirc
CDT=2019-08-23 09:12:54
COP=slw2173
CLO=SC Reserves Processing
MDT=
MOP=
MLO=
UBID=1@COLUMBIADB20030506070656
[Voyager Circulation] RESLSTITEM Request
PutTag RL=22174
GetTag RC=0
TH=1
IM=9463436
TITL=Garner's modern English usage / Bryan A.
NAME=Garner, Bryan A.,
CN=PE2827 .G37 2016
CD=Library of Congress
LO=sci,res
ID=rescirc
IB=0077543335
OR=Y
RC=1
[Voyager Circulation] RESLSTEITEM Request
PutTag RL=22174
GetTag RC=0
TH=0
[Voyager Circulation] RESLSTLINK Request
PutTag RL=22174
GetTag RC=0
TH=0
```

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