Cinegy Support Tools 10.4 Release Notes

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Cinegy Support Tools is a set of tools for collecting technical data about Cinegy installations.

Its primary purpose is to simplify the support procedure and provide customers with an easy way to collect and review different technical parameters of their Cinegy products installation, helping in troubleshooting potential issues that may occur.

The current Cinegy Support Tools package consists of:

– **Cinegy Reporting Tool**

A tool that generates reports on the installed Cinegy products, their settings, available log and dump files, etc. The information collected while generating a report can also be automatically uploaded to a dedicated FTP server.

– **Cinegy Report Viewer**

A tool that represents information contained in the report packages in a user-friendly manner. It is designed to be used by system administrators and the Cinegy Support team, although the user may use it to review information being sent to Support to ensure that it is valid and no personal info is collected.

– **Cinegy Cleanup Tool**

A tool that analyzes the system to discover "no longer needed" files generated by the Cinegy products. It automatically collects different types of files such as dumps, logs, etc. and calculates the space used by them on the machine. These files may be removed from the machine with or without their local backup, according to user settings.

For help and support please contact the Cinegy Support Team via the e-mail address.

Chapter 1. Cinegy Support Tools 10.4

Cinegy Support Tools Release: 10.4

Cinegy Support Tools Build: 10.4.82.24

Reporting Tool: 10.4.404.672

Report Viewer: 10.4.404.672

Cleanup Tool: 10.4.90.153

Cinegy Reporting Tool Release Date: May 24, 2018

1.1. Major Improvements

– **Cinegy Reporting Tool**

- added support for collecting new Cinegy Products versions information;
- added local dongle data collection;
- extended the system information data collection;
- added Windows event logs collection;
- added Desktop system log collection;
- extended Cinegy Capture Archive Adapter data collection;
- added support for collecting supported Cinegy Capture Agent data;
- added Capture Manager event presets data collection;
- extended Capture Manager parameters data gathering;
- added Cinegy Route Manager logs and database data collection;

– **Cinegy Report Viewer**

- improved the virtual network adapters data visualization;

– **Cinegy Cleanup Tool**

- added support for Cinegy Capture Agent data collection;

1.2. Known Limitations



These limitations will be addressed in the next releases.

- The old version of Cinegy Support Tools should be manually uninstalled before the new version deployment.
- Cinegy Multiviewer logs collection may fail in case the custom path is selected.
- Some RTP Output parameters are not collected correctly.