

# Boyum IT Support Information Tool

The Boyum IT Support Information Tool collects information about your system and the collected information can be used when contacting the Produmex Support Team and detecting errors. Both MS SQL and HANA versions of the tool are available.

## Initial steps

1. Download The Boyum IT Support Information Tool from [here](#).
2. Decompress the downloaded file.
3. Run the Produmex.Sbo.Logex.Tools.SupportTool.exe file.
4. Log in to the tool. Select the DB Server and enter your database password.

## Layout

On the left side the tool displays a tree structure of your system as follows:

- database server: SBO-Common, SBO Databases, other databases
- installed components
- watched directories

If you select a node within the structure, the tool displays information on the right side of the window.

- If you double-click on a grid, the tool displays detailed information that can be copied to the clipboard.
- If you right-click on a grid, you can set a filter.

## Actions

The tool has an Actions menu and its options depend on the selected node. You can also right-click on a node and the tool displays the related options. Examples:

- adding table groups to databases
- adding tables to table groups
- showing the queries of a database
- adding queries to a database

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Last update: **2021/08/16 11:21**

