

# What is a drwtsn32.log File?

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## Introduction

This document describes Dr. Watson for Microsoft Windows NT, which is a software utility included with Microsoft Windows NT and 2000. Dr. Watson helps detect, decode and log errors that are encountered while Windows or Windows programs run. Dr. Watson is the name of the utility, and `drwtsn32.log` is the name of the text file that the utility creates.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## What is Dr. Watson?

Dr. Watson is a program that:

1. Detects application errors.
2. Starts automatically if an application error occurs.
3. Logs the diagnostic information in a log file named `drwtsn32.log`, which is an electronic text file.

In a Cisco Intelligent Contact Management (ICM) environment, the `drwtsn32.log` file resides in the `c:\winnt` directory.

The `drwtsn32.log` file is appended each time a program error occurs. If there is an existing `drwtsn32.log` file, and a new error occurs, the new information is added to the existing file. If there is no

drwtsn32.log file, the utility creates a new file. For this reason, after you provide a drwtsn32.log file to the appropriate people, you must delete the file. In the event that a new error occurs, a new drwtsn32.log file is generated.

Use the **findstr** command against the drwtsn32.log file to pinpoint applicable information to diagnose the problem and to gather the log file.

## Use the findstr Command with Dr. Watson

From a command prompt, issue the **findstr** command to search the drwtsn32.log file for:

- When
- App
- FAULT

The information returned helps you to gather additional information to help diagnose the problem, such as:

- Date and time the problem occurred.
- Which application or process caused the problem.
- What is the actual fault.

Refer to How to Use the findstr Command for more information on **findstr**, and examples.

## Send drwtsn32.log File to Support

In order to send the electronic text file to Cisco ICM Support/Engineering through Cisco.com, you must be a registered user, and you must be logged in. After you have received a case number, send an email to attach@cisco.com. Ensure that you:

- Include the case number in the subject line.
- Attach the drwtsn32.log file to the email.

An Engineer who is responsible for the code or application that caused the error will look at the text file, and respond to your email.

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## Related Information

- [How to Use the findstr Command](#)
  - [Technical Support & Documentation – Cisco Systems](#)
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