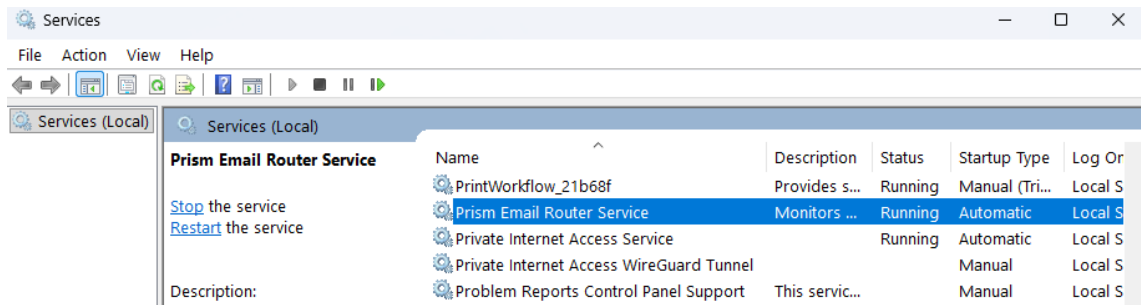


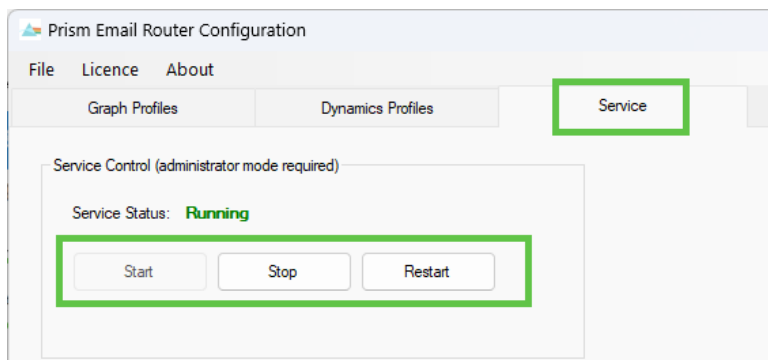


Service Management

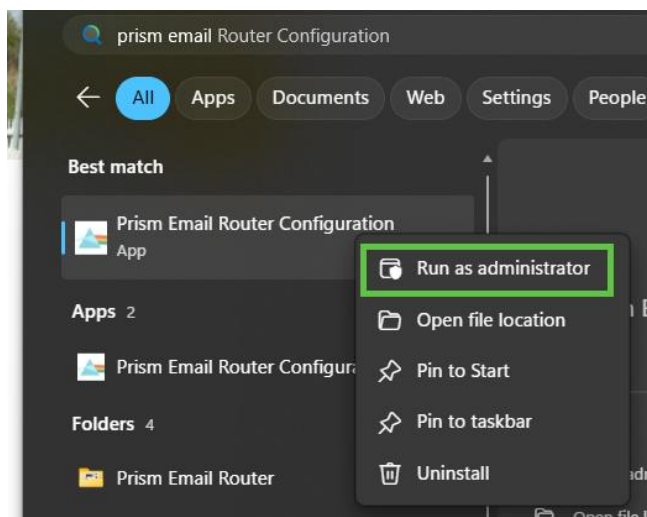
Prism Email Router runs in the background as a Windows service. It can be viewed, started and stopped via services.msc in Windows



We also include options to Start, Stop and Restart the service in the Prism Email Router configuration application on the Service tab



Note: these buttons may give a warning message if elevated permission is required. In that case, close the application, then open it as Administrator

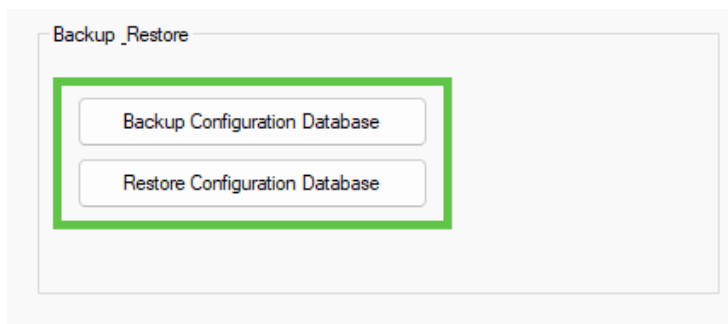




Backup

The Prism Email Router configuration database is in the file PrismEmailRouter.db which is stored in the %programdata%\PrismEmailRouter folder.

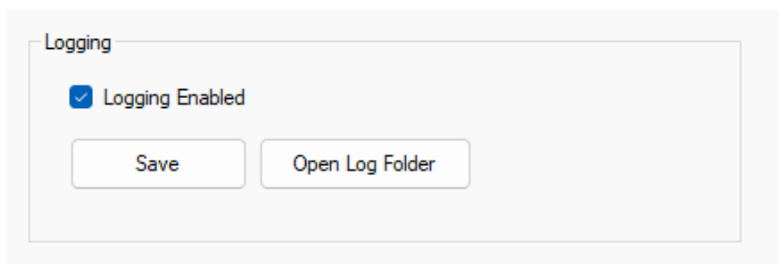
You can take a backup of the configuration database using the Backup button on the Service tab. You will be prompted for a passphrase and a location to store the backup file



In the event that you need to restore the configuration backup, click on the Restore button, select your backup file and enter the passphrase used to create it.

Logging

To enable Logging, check the Logging Enabled box on the Service tab and click Save



Detailed logs are stored in %programdata%\PrismEmailRouter\Logs. There will be separate log files for each Dynamics profile and for the service itself.

The logs will detail Dynamics connections, Graph connections, email being processed and any errors. We may ask for log files if support is required.

Log files are not deleted automatically, so you may want to schedule deletion of old logs if you intend to keep logging enabled for long periods.