

KnowSelf 1.2 User Guide

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1 Introduction

This document introduces the KnowSelf application.

The KnowSelf application is intended to support reflective learning regarding time management and self-organisation. The current version provides an “AS IS analysis” of how users spend their time, and is targeted towards knowledge workers that work mainly on a (Windows for technical reasons) PC.

KnowSelf logs the activities on your PC – at the end of the day you can analyse: How did you work? What did you work on? How focussed were you on one assignment at some period of time? Did you switch a lot between different activities?

KnowSelf remembers which documents and websites you used while working on tasks. If you use KnowSelf to track your tasks, you can easily find again resources you used whilst working on a task.

KnowSelf does **not** send your data to anyone! The App is executed locally on your Windows PC!

The section **Software components** gives a short overview of the KnowSelf system and its main components.

The section Running KnowSelf describes the necessary steps to run all components on a single PC and to launch the KnowSelf user interface.

The section **KnowSelf – Web application** introduces the Web application with focus on the user interface and its features.

The section **Using KnowSelf - a typical workflow**

describes KnowSelf with the activities of a typical workflow.

2 Software components

KnowSelf is orchestrated by three software components (see Figure 1):

- KnowSensor is capturing user interaction data
- KnowServer is storing and analysing data
- KnowSelf Web application is visualising data

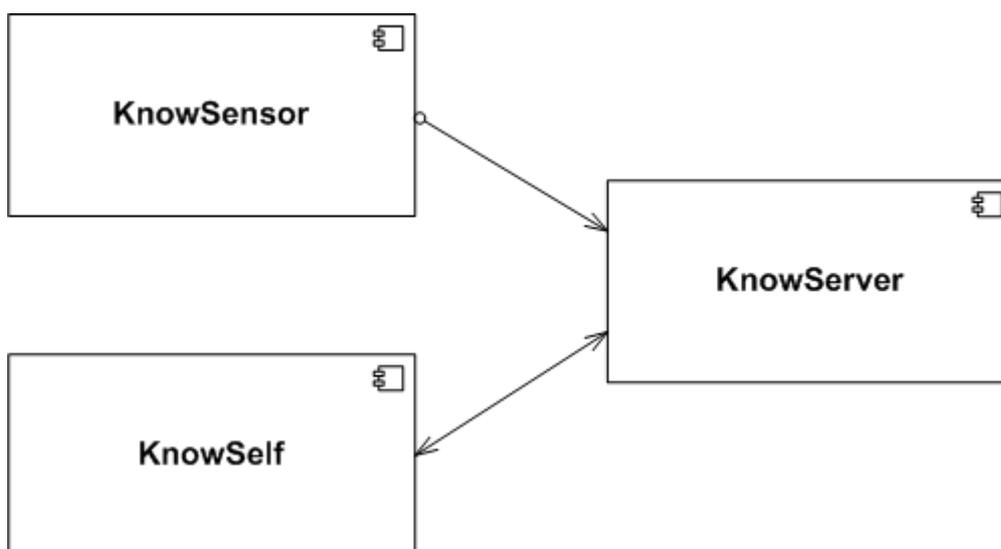


Figure 1: KnowSelf component model

KnowSensor

KnowSensor creates an event whenever the user changes from one window to another. Such an event contains information such as date and time of occurrence or the title of the window for example. If available, the event contains information about the document displayed within the window.

KnowServer

KnowServer serves receiving and storing events from KnowSensor. KnowServer also hosts the KnowSelf Web application files and serves data analysis and aggregation tasks.

KnowSelf

KnowSelf visualises the knowledge base about user interactions. A timeline based approach supports a comfortable way to browse through history and reflect on it.

Read sections 3 to 5 which explain how to run and use KnowSelf in detail.

3 Running KnowSelf

3.1 Installation

This section describes how to install and run KnowSelf. The default configuration runs all components on the same PC.

System requirements:

- Windows XP or later
- Java version 6 or later
- .NET 4.0 or later

Java and .NET are included in the installer in case they are not already available on the computer.

To install the App follow the instructions listed below:

- Please download and install Google Chrome via <http://www.google.com/chrome>. This is a Web Browser which supports the best the KnowSelf App. Alternatively Mozilla Firefox can be used. Internet Explorer is not supported.
- Download the latest version of the KnowSelf Installer Package¹.
- Unzip the package on your computer.
- If you already have a version of KnowSelf installed on your computer, please consult the DeinstallationGuide.pdf included in the Installer Package and make sure the old version is properly uninstalled before installing the new version.
- Run the Installer file named *KnowSelfSetup.exe* and follow the steps of the installation process. It checks your system for the right versions of Java and .NET and offers you to install those first, if necessary. For more detailed information about the installation process please see the InstallationGuide.pdf included in the Installer Package. Ideally don't change the suggested Target Directory for the installation of KnowSelf.
- It is recommended to start KnowSelf after the installation has finished either by checking the checkbox with the label *Launch KnowSelf* in the final step of the Installer, or by double-clicking on the Desktop Symbol called KnowSelf.

3.2 Start KnowSelf

After the completed installation you can choose to immediately start KnowSelf or start it by clicking the Desktop Symbol called KnowSelf. In case the symbol

¹ KnowSelf Installer Package:

https://www.dropbox.com/sh/rdo1j3a316x6j75/RS1sUhH4_o/KnowSelfInstaller.zip

is not present in the System tray after starting your PC (see Figure 2), please double-click manually on the newly created Desktop symbol of KnowSelf in order to start the App.



Figure 2: After start-up the KnowSelf icon appears in the system tray

To see the recorded activities start the Web application with Google Chrome (should be defined as your default browser) by right-clicking the KnowSelf symbol in the System tray and then clicking Open KnowSelf (see Figure 3). Note that the item is disabled until KnowSelf is up and running.

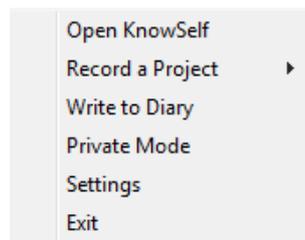


Figure 3: Right-clicking the KnowSelf icon shows the context menu with five items to choose

3.3 Private Mode

If there is data you don't want to be captured by the KnowSelf App (e.g. private activities), you have got the option to switch KnowSelf to Private Mode by right-clicking the KnowSelf symbol in the system tray and then clicking Private Mode.

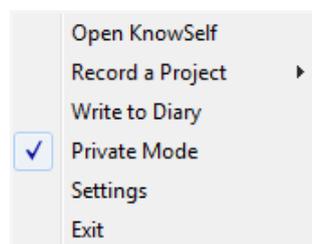


Figure 4: Clicking Private Mode stops the KnowSensor from automatically recording data

In Private Mode the KnowSensor is switched off, so it does not record any data about the apps and resources you use nor about your computer inactivity (idle time). The KnowServer and the Web application are still running, so all other functions are still available during this time. If you want to stop Private Mode and return to automatic data recording, just right-click the system tray icon and click on Private Mode again to remove the tick. In case you forget to

stop Private Mode, a notification appears first after 30, then after 60 minutes, then after 2 hours and so on to remind you of doing so.

3.4 Settings

In the Settings Dialog of the context menu you can choose if you want to receive notifications that should trigger you to reflect on your data and at what time of day you prefer to receive them (for more information on notifications see: Prompts). Additionally, you can make your decision here, whether you want the KnowSelf App to take screenshots of the resources you're working with, so you can look at them later when reflecting on what exactly you worked on.

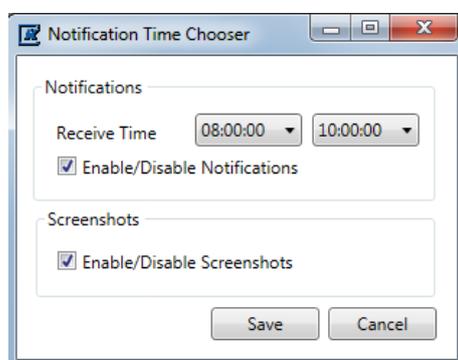


Figure 5: In the Settings Dialog you can enable/disable screenshots and reflection notifications as well as choose your preferred time for notifications

3.5 Exit KnowSelf

Click the *Exit* item to shut down KnowSelf.

Please note:

Only closing the Web application does not shut down KnowSensor nor KnowServer.

Read sections 4 and 5 to get detailed information about the user interface and its features.

4 KnowSelf Web application

In this section the Web application is being introduced and all of its features. The main window (Figure 6) of the KnowSelf Web application looks like this:

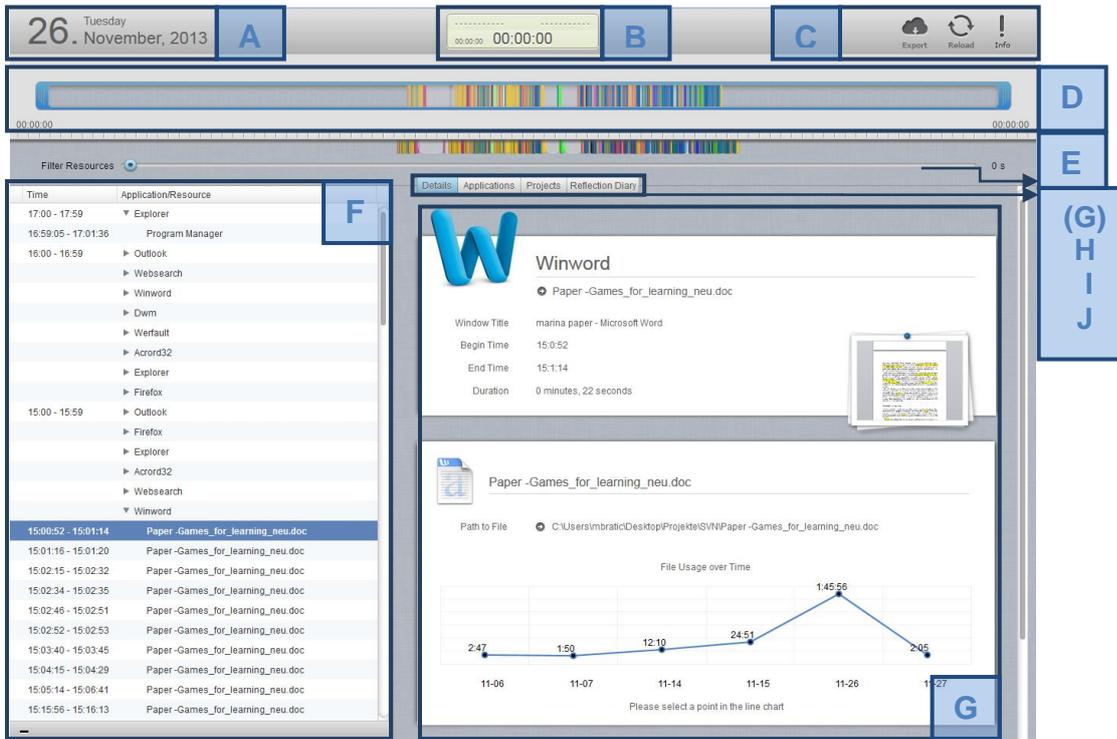


Figure 6: KnowSelf Web application main window

In the Figure 6 the user interface elements are surrounded with bounding boxes and annotated with capital letters from A to J.

The window follows a top-down approach: you select the range of data you want to visualise by selecting a time period (a day, a week or a month in *Area A: Time period selection*). The data shown in other areas belong to this chosen time period (except *Area J: Reflection diary*).

When you first open the application the current date is always selected. Areas D, F and G are only shown if one single day is selected.

The resources used on a particular day are visualized in the timeline in the *Area D: Time range of day selection*, and can further be filtered there; see the respective area descriptions below. *Area F: List of Applications with Resources* shows all the applications and resources recorded during the chosen day (and the filter defined in Area D). If you click on a certain application or resource in *Area F: List of Applications with Resources*, *Area G: Application Details* finally shows additional details about that application and resource.

Some navigational elements (Area C respectively Area G, H, I, J) provide additional features. The recorder in Area B can be used to manually add project and activities.

As support for the user various elements in the WebApp provide tooltips explaining their purpose shortly on mouse over.

4.1 Area A: Time period selection

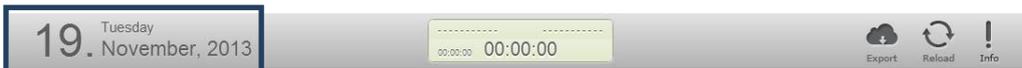


Figure 7: Time period selection area

The current version of KnowSelf enables visualizations on a daily, weekly and monthly basis. When you first open the App the current day is selected; this very day is shown in Area A. Just click on the currently selected day to get a calendar view to change the day. Please note that all details shown in other areas (except Area J) are always representing this chosen day. You can also choose a whole week by clicking on the preferred calendar week in the column entitled “CW” or choose a whole month by clicking on it.

4.2 Area B: Recorder

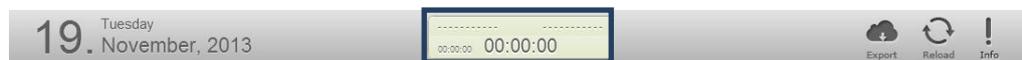


Figure 8: Recorder area

KnowSelf automatically records windows in focus and their open resources. In addition you can manually assign parts of your working time to different projects and activities by using this recorder. For more information how to use this Recorder please see *Use KnowSelf to record projects*).

4.3 Area C: Navigation

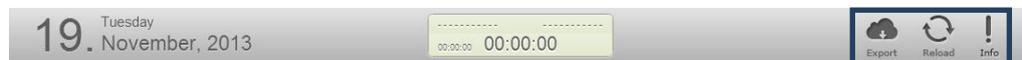


Figure 9: Navigation area

On the top right side of the main screen additional functionalities are placed.

Using the **Export** button you can provide us with the recorded data. Note that the data KnowSelf collects stays on your computer locally and it is not sent to a server automatically. Before exporting the data, recorded applications can be deleted by using Area F (using the “-” button at the lower left corner of this area) or hashed (using the Export button in the Area C).

If no data shows up, or you would like to update the whole view, please click on the **Reload** button in the upper right corner. Otherwise, new data is reloaded automatically every 10 minutes.

Info button gives some details about the application version and the owner.

4.4 Area D: Time range of day selection

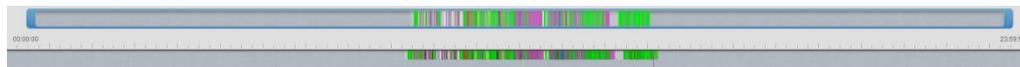


Figure 10: Timeline area

If you select a particular day to be visualized, the upper half of Area D shows all the resources used during this day. The same resource is always marked with the same color, so you can easily differentiate between the resources you worked with. Resources can be Office documents, Web pages, folders, etc.

Since the whole day is shown, it can easily happen that resources are shown within a small time range (usually the working hours). Therefore you can zoom in some time range using the **blue selection border**. This selection border can be moved to the left or right by just clicking and holding the left mouse button and moving to the left or right. If you want to resize this selection border, just click and hold left mouse button at the left or right outer edge of the selection border and move it to the left or right. While moving or changing the blue selection border, the time is shown as additional assistance. The lower half of Area D then zooms to the time range selected above. If no resources are within the selected blue border, no visualisation is shown below. So just move the selection border to include some resources if this is the case.

4.5 Area E: Resource Filter



Figure 11: Filter resources by usage duration

With the help of this slider ranging from 0 to 100 seconds you can filter the resources by duration of their usage. For example, if you choose 10 seconds, only resources you used for longer than 10 seconds show up in the Web App and shorter ones will not clutter the statistics.

4.6 Area F: List of Applications with Resources

Time	Application/Resource
17:00 - 17:59	▶ Acord32
	▶ Xpsrchvw
	▶ Outlook
	▶ Powerpnt
	▶ Explorer
16:00 - 16:59	▼ Acord32
16:41:30 - 16:41:33	D1.5 Specification of Evaluation Methodology and Re...
16:41:35 - 16:41:49	D1.5 Specification of Evaluation Methodology and Re...
16:41:49 - 16:41:50	Adobe Reader
16:42:19 - 16:42:20	Adobe Reader
16:42:20 - 16:42:22	D1.5 Specification of Evaluation Methodology and Re...
16:00 - 16:59	▶ Websearch
	▶ Winword
	▶ Excel
	▶ Outlook
	▶ Wmplayer
	▶ Explorer
	▶ Firefox
	▶ Powerpnt
15:00 - 15:59	▶ Idle
	▶ Xpsrchvw
	▶ Pdfcreator
	▶ Flashplayerplugin_11_8_800_94
	▶ Websearch
	▶ Knowself

Figure 12: List of applications with resources

Area F lists all the applications recorded during the selected day (Area A: Time period selection) and selected time range (Area D: Time range of day selection). This list specifies all applications used during a particular hour of one day. Expanding an application node shows all the resources of the chosen application for the given hour. Resource information usually shows the corresponding resource or the window title of the application if no resource is available. A selected resource can be deleted using the “-“ button at the lower left corner of Area F. The resources list will be shown only if one day is selected.

4.7 Area G: Application Details

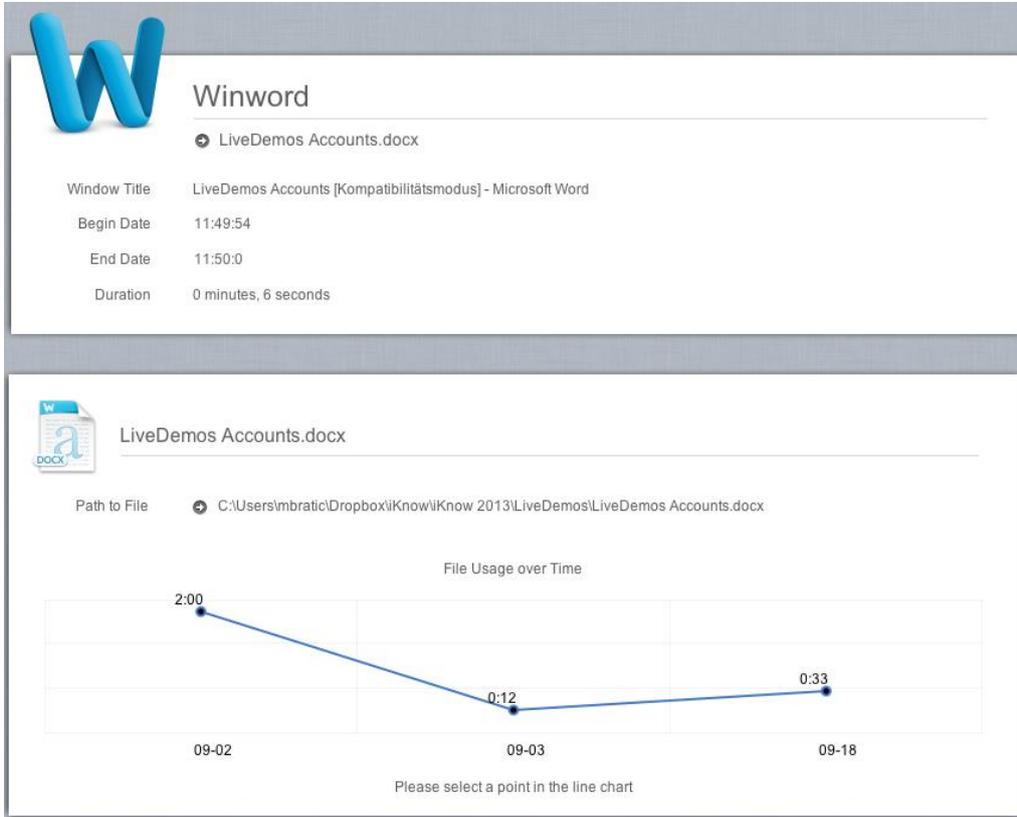


Figure 13: Resource details area

For each resource selected in Area F: List of Applications with Resources detailed information is displayed in this area; e.g., window title, begin and end date/time, duration, path to file etc. In addition, a timeline chart (lower half of Area G) shows the usage of the selected resource over time.

4.8 Area H: Application Statistics

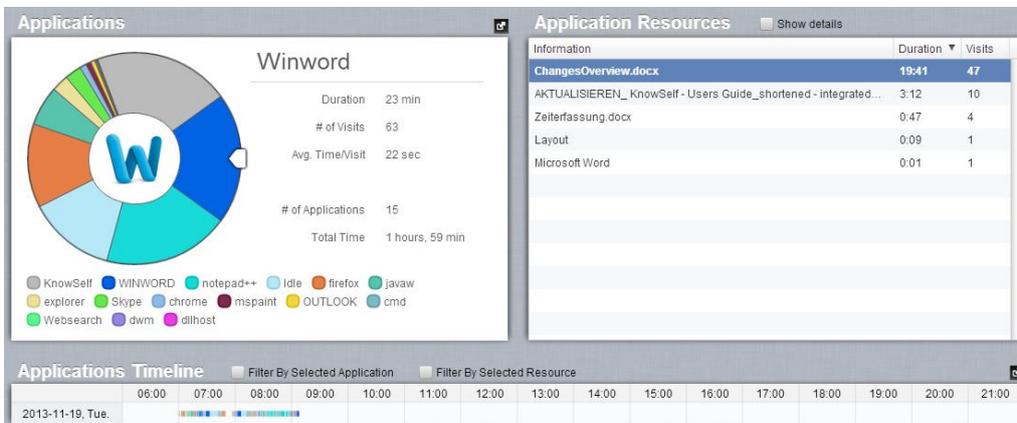


Figure 14: Statistics about applications and resources

Statistics are available for the different applications recorded. Recorded applications and corresponding resources are the basis for analytical services you can use for daily reflection. The pie charts in the statistics tab visualize the total usage time of applications e.g., how much time you have spent editing or reading WORD files. You can click on the different sectors of the pie chart, so for each application you get detailed statistics about duration, number of visits and average time for each visit, etc.

In the Application resources table (right side) all used resources including their total time of usage and the number of visits are displayed. On activation of Show details this list is expanded showing exact start and end time as well as usage duration for every resource. In the bottom part of application statistics, an application timeline chart is shown, which gives an overview of how long and when the given applications were used. This timeline as well as the one in *Area D: Time range of day selection* can be filtered by selected application or resource.

4.9 Area I: Project Statistics



Figure 15: Statistics about projects and activities

Similarly to the Application statistics, the project statistics are visualized using pie charts and a timeline chart. The Projects pie chart shows all the manually recorded projects during the chosen time range. The Activities pie chart shows all manual recorded activities for the selected project. The activities timeline shows the timeline of all activities and can be filtered by selected project or selected activity.

How to manually save projects in the KnowSelf App see here: *Use KnowSelf to record projects.*

4.10 Area J: Reflection diary

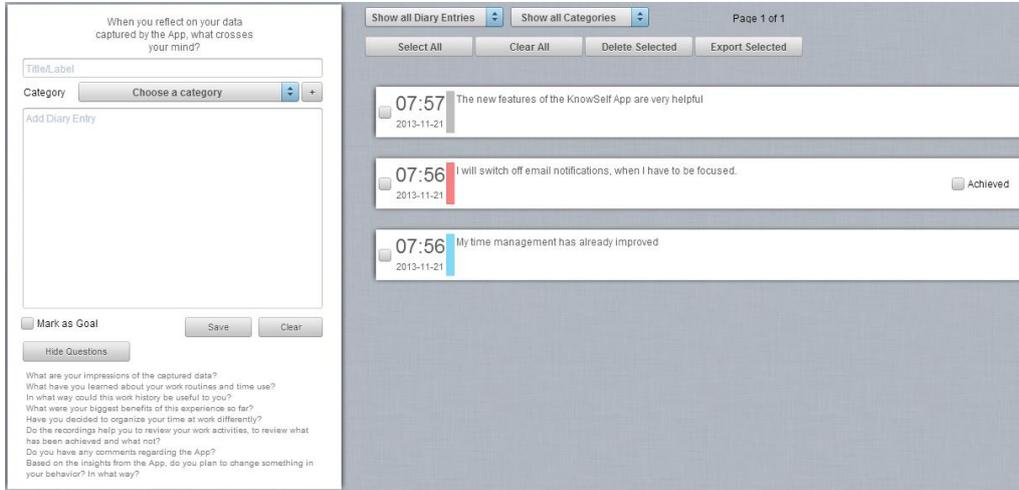


Figure 16: Reflection Diary

After inspecting the used applications and resources of a day, and having a look at the statistics, you can store personal feelings, experiences and insights you came across during the day as well as plans for the future.

Some ideas on what to reflect on when looking at your data you can find by clicking the button More Questions below the input text fields. Just enter your thoughts, click on Save and the newly added entry will appear on the right side.

You can also add a category to you diary entry to mark its content. Just choose a predefined category from the Drop-down menu or add a new custom category yourself (Figure 17).

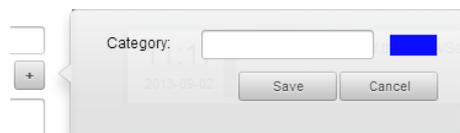


Figure 17: Adding a custom category by clicking the plus-button

Also you can mark a specific entry as a goal you would like to accomplish by checking the checkbox “Mark as goal” below the input text field. In the entry overview on the right side goal entries are marked with an “Achieved” checkbox you can check whenever you regard this goal as achieved.

For easier navigation through all entries there are two drop-down menus, which allow you to filter all available entries by their category and goal status. And if an entry has become needless, you always have the option of deleting it by ticking its checkbox and clicking Delete Selected. If you have got more than one page of entries and click Select all, not only the entries of the currently

displayed page are selected, but all entries belonging to the category and goal status chosen by the two filters.

There is also the option to export your diary entries to Mirror Spaces (see Section 5.6 Exporting data to MIRROR Spaces

).

4.11 Switches Heat Map



Figure 18: Navigation Tabs for Week and Month Mode

When you select a whole week or a month in Area A, the Tabs for navigation between views changes and you can additionally have a look at the switches heat map.



Figure 19: Switches heat map

Switches heat map visualizes the number of switches between resources per hour. Each cell of the map represents the total number of switches within the given hour expressed by the background color of the cell. The column header cells show the average switches per hour over all listed days whereas the row header cells show the average hourly number of switches per day.

4.12 Prompts

Knowself prompts are used to inform the user about some interesting findings (e.g. number of switches above average) and to remind the user of using the App regularly and reflecting on the data. There are two kinds of prompts, the regular ones and the event triggered ones. The regular prompts are shown every day and are used to remind the user to reflect with the help of the App. Some examples of regular prompts are: reminding the user of the documents on which he spent the most of his time last week, reminding the user to write into his reflection diary, etc. The second type of prompts are the event triggered prompts, which are generated when a certain event happens e.g. when the number of switches is higher than usual.

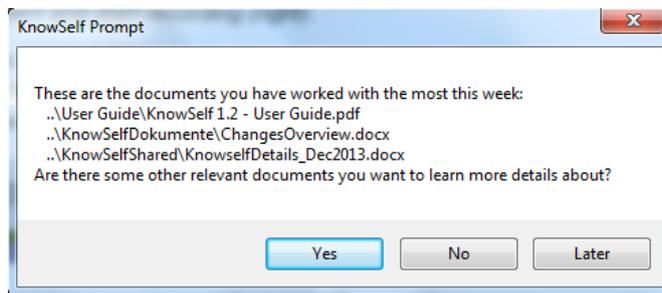


Figure 20: Notification about most used documents

The time to receive regular prompts can be defined in *Settings* (Figure 5) where they can be disabled permanently as well. Or if they interrupt you at a bad time, you also have the option “Later” postponing them for 30 minutes.

5 Using KnowSelf - a typical workflow

5.1 Opening the KnowSelf Application

KnowSelf starts automatically when you start your computer in order to record all activities on your computer. If you want to change this delete the Shortcut from your Personal Auto-start folder (Start → All Programs → Auto-start → KnowSelf).

After start-up the KnowSelf icon appears in the system tray. To see the recorded activities start the Web application with Google Chrome (should be defined as your default browser) by right-clicking the KnowSelf symbol in the system tray and then clicking Open KnowSelf (see Figure 21). Alternatively, you can start KnowSelf manually by double-clicking the Desktop icon called KnowSelf.

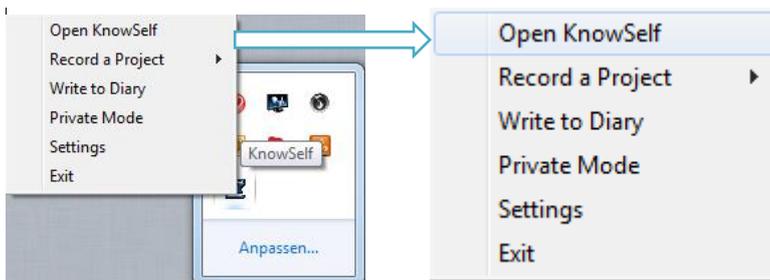


Figure 21: Opening the Web Application

5.2 Review your activities (as often as you like)

Select a day, a week or a whole month



Figure 22: Select different time frames in the calendar

When you open the web application the **current day** is always selected. You can change the time frame using the Calendar in the upper left corner and selecting some other day, a week or a whole month.

Area D: Time range of day selection allows the selection of individual time ranges of the day selected in Area A. The details and statistics views always visualize the time range within the blue selection border (see Figure 23). This

selection border can be moved to the left or right by just clicking and holding the left mouse button and then moving to the left or right. If you want to resize this selection border, just click and hold the left mouse button at the left or right outer edge of the selection border and move to the left or right.

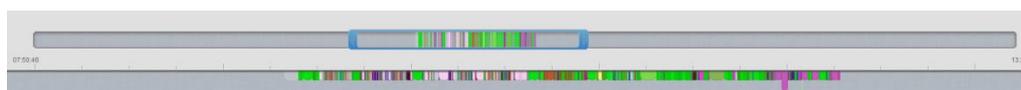


Figure 23: Zoom in on the selected time range

Area F: List of Applications with Resources shows all applications and resources of the time range selected above. You can check which applications you did use in which order, for what time and with which resource. If you want to remove some entries here, just select them with the mouse, and click on the “-“ button at the lower left corner.

Time	Application/Resource
	▶ Mspaint
10:00 - 10:59	▶ Knowself
	▶ Winword
	▶ Java
	▶ Websearch
	▶ Excel
	▼ Powerpnt
10:04:16 - 10:04:17	~\$2013-11- KnowSelf App Infoman Testlauf.pptx
10:04:17 - 10:04:20	2013-11- KnowSelf App Infoman Testlauf.pptx
10:04:30 - 10:04:32	2013-11- KnowSelf App Infoman Testlauf - Microsoft...
10:04:33 - 10:05:59	2013-11- KnowSelf App Infoman Testlauf.pptx
10:08:41 - 10:08:42	2013-11- KnowSelf App Infoman Testlauf.pptx
10:14:57 - 10:17:08	2013-11- KnowSelf App Infoman Testlauf.pptx
10:25:58 - 10:26:27	2013-11- KnowSelf App Infoman Testlauf.pptx
10:26:27 - 10:27:22	2013-11- KnowSelf App Infoman Testlauf.pptx
10:27:22 - 10:29:48	~\$2013-11- KnowSelf App Infoman Testlauf.pptx
10:37:16 - 10:37:17	2013-11- KnowSelf App Infoman Testlauf.pptx
10:41:07 - 10:41:12	2013-11- KnowSelf App Infoman Testlauf.pptx
10:41:23 - 10:42:15	2013-11- KnowSelf App Infoman Testlauf.pptx
10:43:05 - 10:46:15	2013-11- KnowSelf App Infoman Testlauf.pptx
10:52:33 - 10:52:35	2013-11- KnowSelf App Infoman Testlauf.pptx
10:58:25 - 10:58:30	2013-11- KnowSelf App Infoman Testlauf.pptx
10:00 - 10:59	▶ Explorer
	▶ Outlook
	▶ Skype
	▶ Firefox

Figure 24: List of used applications with resources

For each entry selected here, Area G shows detailed information.

5.3 Use KnowSelf to record projects

There are four possibilities to track projects you work on and they are described in the following sections.

5.3.1 Use the recorder in the Web application

KnowSelf provides a Recorder (*Area B: Recorder*) which allows you to “mark” your work procedure with a project and an activity. We believe this can provide you with valuable insights about your work activities on specific days or at specific times and enrich your reflecting on them at some later point.

Click on Area B to **start recording** a project (see Figure 25). You can either select an existing project from the dropdown menu, or create a new one (use the small plus for that).



Figure 25: Record a project by using the recorder

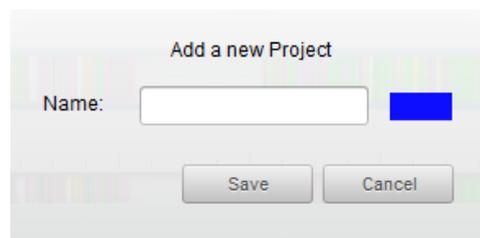


Figure 26: Create a new project

Choose an already existing activity or enter a new one and specify it in more detail by adding a comment.

Click on “Rec” below to start recording. The timer starts to count seconds, and a red light shows that you are recording (see Figure 27).



Figure 27: Active Recorder

If it is time to end the recording, just click on Area B (see Figure 27) again and then on the “Stop” Button. You can see that all your activities in the timeline (in *Area D: Time range of day selection*) between starting and stopping the recording are overlaid with the color of the project.

5.3.2 In the system tray

If you do not want to interrupt your normal workflow by opening the Web application, you also have the possibility to record projects using the system tray icon with just a minimal amount of clicks. Right-click the system tray icon and choose between recording an already existing project and adding a new one (see Figure 29).

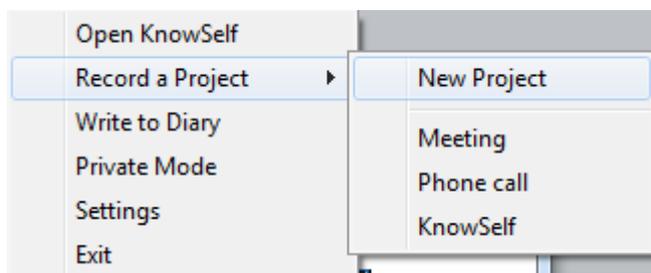


Figure 28: Record a project by right-clicking the system tray icon

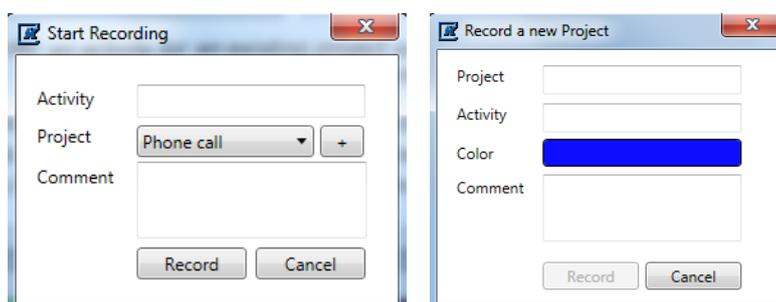


Figure 29: Enter an activity for an existing project and start recording (left) or create a new project and start recording (right).

In Figure 30 below, green, yellow and violet lines indicate resources used, and the blue block indicates a recorded project. This means, you can see which resources you have used while working on a certain project.



Figure 30: Timeline area showing resources used for a specific project

5.3.3 Save projects retrospectively

If you in some occasions did not use the Recorder and want to save some project in hindsight you can do it using this icon in the Projects view (Figure 31).



Figure 31: Saving a project retrospectively

Define the name of the project, the belonging activity, date and the start and end time.

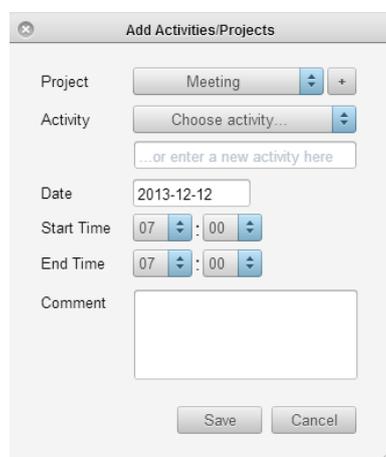


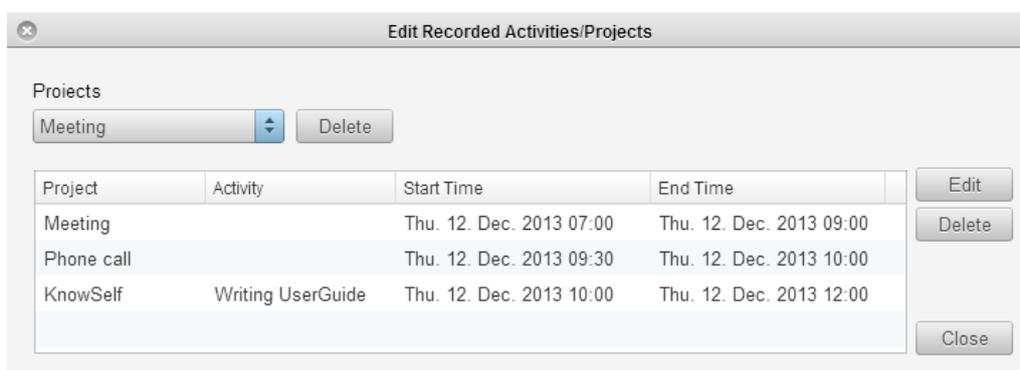
Figure 32: Adding projects/activities retrospectively

If some of the projects you recorded in the past are not relevant anymore, have changed or you don't want to have predefined projects listed (such as meeting, phone call etc.) you can edit the data or delete it completely by using the icon in the Figure 33



Figure 33: Editing a project retrospectively

A Pop-up will open listing all projects stored as well as all activities recorded in the currently displayed time range.



Project	Activity	Start Time	End Time
Meeting		Thu. 12. Dec. 2013 07:00	Thu. 12. Dec. 2013 09:00
Phone call		Thu. 12. Dec. 2013 09:30	Thu. 12. Dec. 2013 10:00
KnowSelf	Writing UserGuide	Thu. 12. Dec. 2013 10:00	Thu. 12. Dec. 2013 12:00

Figure 34: This Pop-up allows deleting complete projects as well as editing and deleting single activities.

By selecting a project in the dropdown menu on top and clicking Delete you can delete a whole project including all recorded activities belonging to it. By selecting a single activity in the list below and clicking delete, you can simply delete this specific activity. Or you click Edit and can edit all data belonging to an activity (start/end time, project it belongs to, etc.).

5.3.4 Save projects retrospectively by dragging a time interval

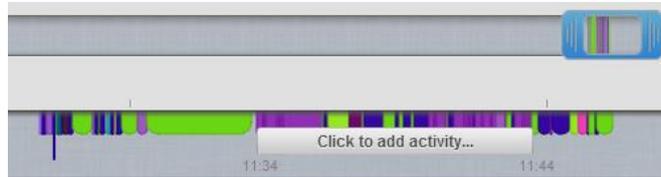


Figure 35: Drag a time interval in the time line

If you want to assign a project/an activity to some chosen resources visualized in the time line, you can easily drag a time interval over them and one click leads you to the Adding Activities dialog (Figure 32), where you can enter the rest of the activity data.

5.4 Get overall statistics

Use the statistics available via Area H and I to get statistical information regarding your applications, your resources and your projects. See **Area H: Applications** and **Area I: Projects** for screenshots and more information.

You can choose one day, one week or one month via the calendar, and KnowSelf will provide statistics regarding this time period, visualizing your activities and project work.

5.5 Document your observations and goals

Document your observations using **Area I: Reflection Diary**. You can assign your diary entries to different categories and mark them as goals you want to accomplish.

5.6 Exporting data to MIRROR Spaces

KnowSelf provides the option to upload statistical visualizations as well as reflection notes to MIRROR Spaces.

The MIRROR Spaces Framework is an underlying data storage system developed within the MIRROR project which allows storing data from different applications and makes possible it to exchange data between different users and applications. Within this framework, the data is organized in so-called spaces, logical units on the individual, team and organisational level.

At the top right corner of the every visualization (pie chart, time line, heat map) you can find the following button:



Click on this button to export the chosen visualization. A Dialog opens asking you to enter your username and password. If you don't have an account yet, you can register at <https://mirror-demo.eu/apps/spacemanager/>. After filling in your authentication data and clicking Login, another window opens (see Figure 36).



Figure 36: Mirror Spaces Export Window

Here you can choose the space you want to export the visualization to and edit its metadata before finally uploading it to MIRROR Spaces.

For exporting you reflection notes change to the Reflection Diary view (see Figure 16). You can either select all diary entries by clicking the button Select All or select specific ones by ticking the checkbox on the left of each entry and then click Export Selected. Then again you have to authenticate first, before you can choose the space and finally export your entries to this one.

5.7 Exporting data locally

You can help us by providing your data for statistical reasons; **this data does not contain any project names, file names or activities**, if you don't want anybody else to see them - all of them can be hashed before exporting them (a unique identifier based on the values is generated, so that we can distinguish between different names, but cannot retrieve the original names). So a project called "Mirror" for example gets the unique identifier "974D9DE4D7FFD73BA0DB71D1564AE05F".

In addition, you can delete recorded applications or resources using Area F before you start the export.

Just click the Export button in Area C to start the export process. The Tab Data shows which data will be exported (Figure 37). You can change that by unchecking a box. Click on the Tab Privacy and decide which information you want to export in plain text by unchecking the box and which one you want to be hashed by checking the box, so that the actual names are not in the export file.

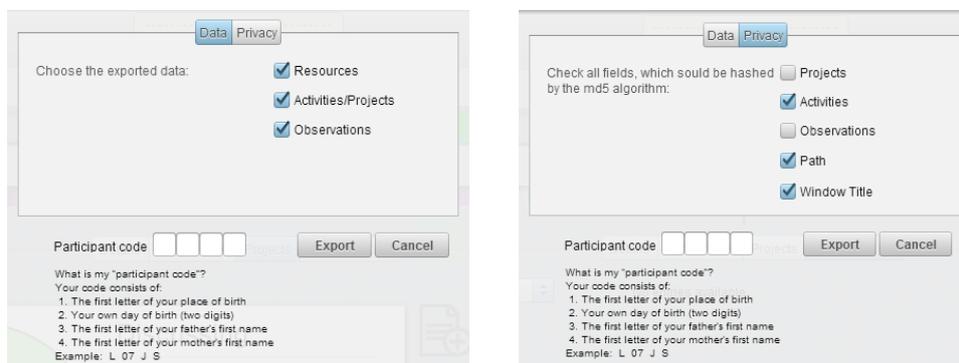


Figure 37: Data and Privacy options for data export

Before you click on Export please fill in your “Participant code” which enables us to anonymously link exported data with the questionnaire results which are also marked with this code. Finally, save the resulting text file on your computer. Use your favorite text editor to review the data and delete everything you would like to keep private. Please upload this document to the Dropbox folder we created for the actual test run of the KnowSelf App: <http://dbinbox.com/sfeyertag>.

5.8 Known problems

KnowSelf is not starting (there is no blue K icon in the tray bar).

- ⇒ Please send us your KnowSensor.log and server.log file!
 - Locations:
 - [INSTALLDIRECTORY]\KnowSelf\KnowSensor\KnowSensor.log
 - [INSTALLDIRECTORY]\KnowSelf\KnowServer\runner\log\server.log

KnowSelf is not auto starting when I log in to the computer.

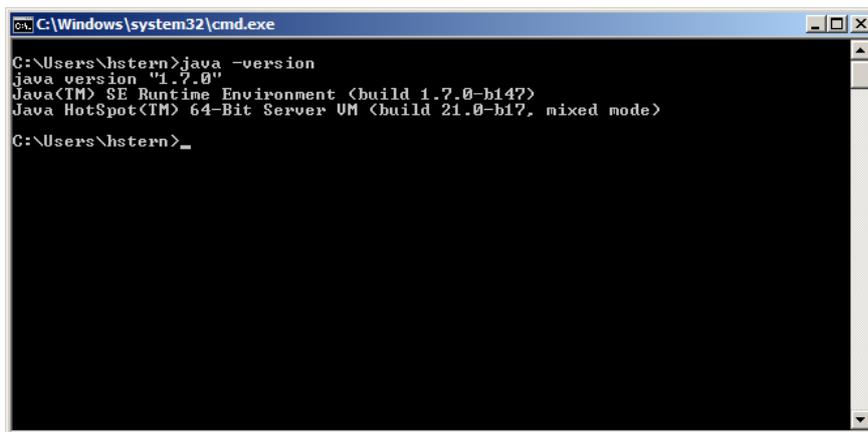
- ⇒ Do you see KnowSelf in your Autostart folder (Start → All Programs → Autostart → KnowSelf) ?
- ⇒ Please send us your log files!
 - Location: C:\KnowSelf\KnowSensor\KnowSensor.log
 - [INSTALLDIRECTORY]\KnowSelf\KnowServer\runner\log\server.log

KnowSelf is starting (blue K icon is there), but the items in the context menu of the tray icon remain deactivated or clicking on “Open KnowSelf” is resulting in an error message similar to

- ⇒ Fehler: Verbindung fehlgeschlagen
 - Firefox kann keine Verbindung zu dem Server unter 127.0.0.1:8182 aufbauen.

The reason of this error could be that Java is not installed, or the Java path is not set. This results in a running sensor (the blue K icon is there), but if you open the visualization the server is not available. You can check the Java classpath by opening a console window, executing cmd and entering `java -version` into this console.

If you get something like in the screenshot below, the class path is set correctly (see Figure 38).



```
C:\Windows\system32\cmd.exe
C:\Users\hstern>java -version
java version "1.7.0"
Java(TM) SE Runtime Environment (build 1.7.0-b147)
Java HotSpot(TM) 64-Bit Server VM (build 21.0-b17, mixed mode)
C:\Users\hstern>_
```

Figure 38: Console window with Java version check

Otherwise you have to install Java if it is not installed yet or you have to set the class path correctly.

KnowSelf is running, but opening KnowSelf does not deliver any results.

- ⇒ Did you click on the Reload button?
- ⇒ Is the date (Area A) set correctly?
- ⇒ Does the blue selection border contain resources?
- ⇒ Please reboot your computer and check if it works again.

Problem not listed here or seeking additional assistance?

Please contact us at knowself@know-center.at. Thank you!