Providing Diagnostic Data for Support on CTI 2500 Series® Processors and Coprocessors

The CTI 2500-Cxxx Processor and 2500P-ECC1 / 2500P-ACP1 Coprocessors maintain extensive internal diagnostic data, including a time stamped event log of significant events as well as operating statistics for the Ethernet port and major module subsystems. If you are requesting Technical Support, the support staff will need the following information:

- 1. The exact date and time when the problem occurred.
- 2. An exact description of the problem.
- 3. Whether the product clock has been set, and if not, the time difference between the product clock and the actual time
- 4. A "Dump All Statistics" from the module web page
- 5. Whether the module was reset or re-powered before collecting the "Dump All Statistics". Usually it is better to get this diagnostic information prior to resetting the module if possible.
- 6. A description of what was happening when the problem occurred. For example, if one part of the system is intentionally powered down or reset, that may cause errors in communications that are logged on other products.
- 7. Where there are multiple Processors and Coprocessors involved, a diagram showing the system network setup, including switches, bridges, routers, etc.
- 8. A copy of the PLC program (for CPUs), the configuration file (for 2500P-ECC1s) and the Workbench Program (for 2500P-ACP1s).
- 9. When requesting support, all this data should be collected and forwarded to CTI by email in a single ZIP file.

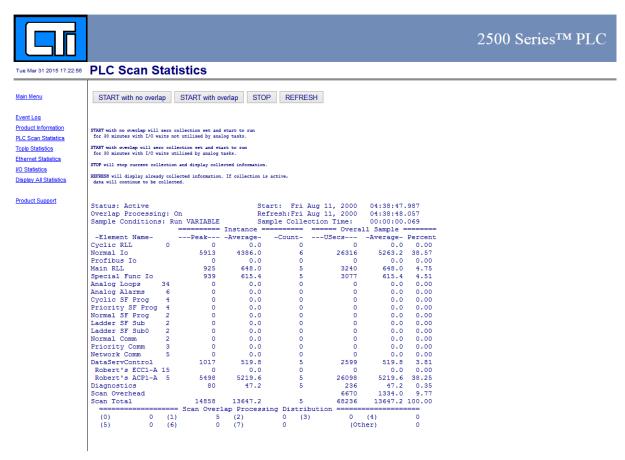
Collecting "DUMP ALL STATISTICS"

 For 2500-Cxxx CPUs. Using a web browser, type in the IP address of the CPU (the complete IP address will be flashing on the front display). You will get the "home" page of the CPU.



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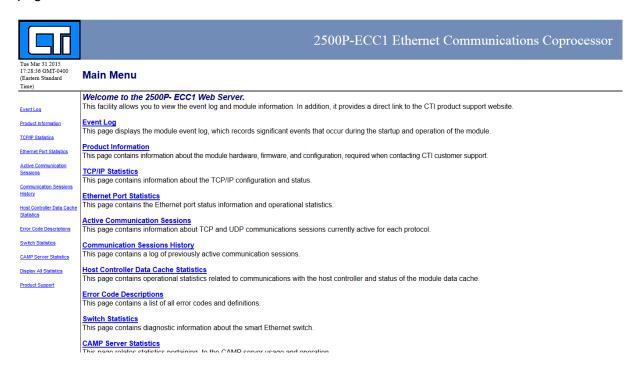
V1.1 31MAR2015 1 of 4



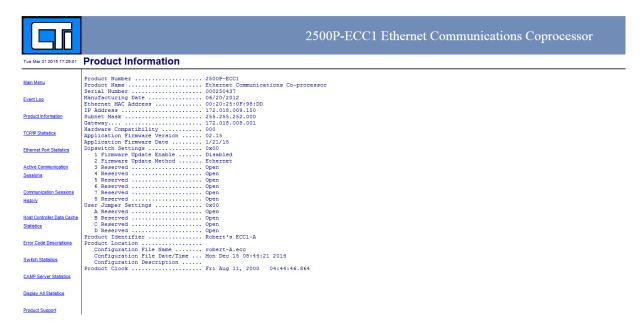
If using Firefox browser, click File, Save Page As, Web Page Complete. Save the file to a location you can access later. If using Internet Explorer, click File, Save Webpage, and save as type Web Archive single file.

V1.1 31MAR2015 2 of 4

2. For 2500P-ECC1. Using a web browser, type in the IP address of the ECC1 (the complete IP address will be flashing on the front display). You will get the "home" page of the ECC1.



Click on "Display All Statistics". You'll get a page like this one:



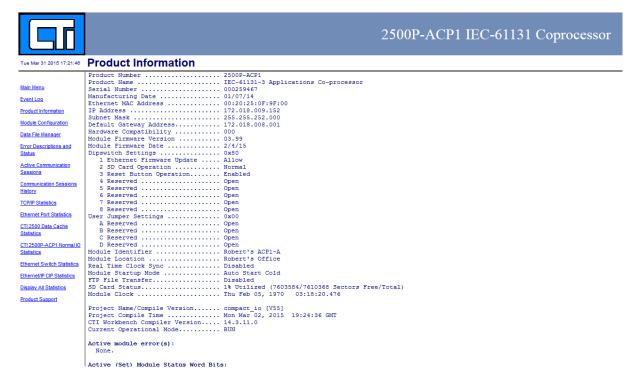
If using Firefox browser, click File, Save Page As, Web Page Complete. Save the file to a location you can access later. If using Internet Explorer, click File, Save Webpage, and save as type Web Archive single file.

V1.1 31MAR2015 3 of 4

 For 2500P-ACP1. Using a web browser, type in the IP address of the ACP1 (the complete IP address will be flashing on the front display). You will get the "home" page of the ECC1.



Click on "Display All Statistics". You'll get a page like this one:



If using Firefox browser, click File, Save Page As, Web Page Complete. Save the file to a location you can access later. If using Internet Explorer, click File, Save Webpage, and save as type Web Archive single file.

V1.1 31MAR2015 4 of 4