

Recovering an Event Log from a CTI CPU

The event log maintains a time stamped record of significant software events. All fatal and non-fatal errors result in an entry into the event log. The event log is stored in battery backed memory. If you are requesting Technical Support, the support staff will usually request you for the contents of the Event Log. This procedure describes how to recover the messages from the Event Log and send them to Technical Support.

Connecting to the Event Log

The Event Log is accessed by means of an Ethernet Connection to the CPU and a Web Browser program on the PC. The Event Log can **not** be accessed over serial or USB connection to the CPU.

To connect to the CPU by means of Ethernet, the CPU needs to be configured with an IP address. By default the CPU is delivered without IP address configuration (the IP address is 000.000.000.000)



The IP address is displayed on the Multi Segment Display on the Front Panel. The 4 octets of the IP address are cyclically displayed one after the other, separated by a dot after the lowest octet.

When you receive a new CPU you will have to initially configure the IP address. You will need a serial or USB connection to the CPU and the PLC Workshop Programming Software or the IPSet utility.

For further details on setting the IP address refer to the document *CTI 2500 Cxxx Processor Installation and Operation Guide*

The document can be downloaded from the CTI website:

<http://www.controltechnology.com/support/manuals/>

The IPSet utility can be download from the CTI Website:

<http://www.controltechnology.com/downloads/>

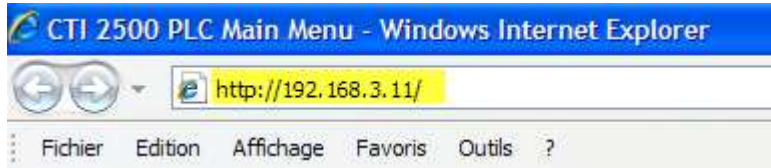
Make a connection between the Ethernet port of your PC and the Ethernet port of the CPU by means of an RJ45 cable or a switch. It is possible to use a straight or a crossed RJ45 cable between the Ethernet port of the PC and the Ethernet port of the CPU, the Ethernet port of the CPU will automatically switch to adapt to the cable type.

Make sure that the IP address of your PC Ethernet connexion belongs to the same Class of IP addresses as the CPU IP Address. For a detailed explanation of IP addresses refer to Appendix C of the *CTI 2500 Cxxx Processor Installation and Operation Guide*

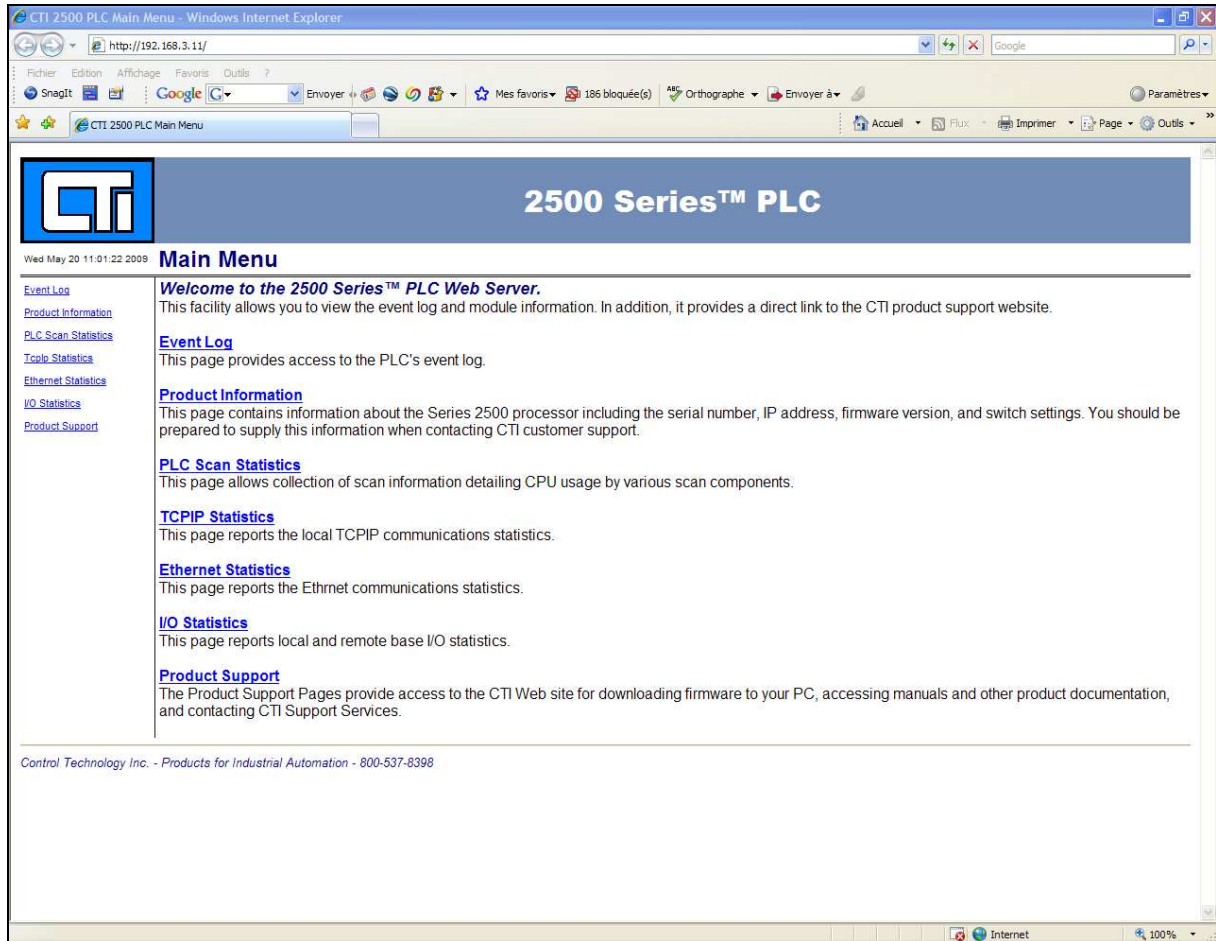
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Displaying the Event Log

Type the IP address of the CPU in the address bar of your Web Browser.



The web Browser will now connect to the CPU and display the display the Main Menu of the CPU.



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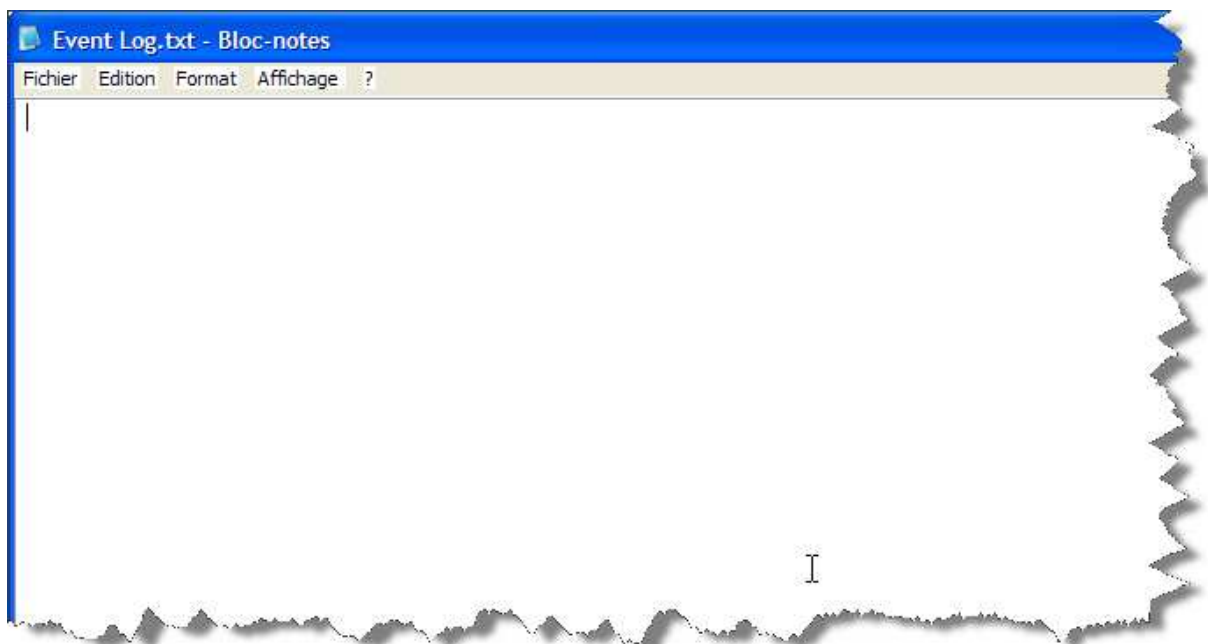
Select Event Log in the Main Menu. The Event Log Page will display:



Click on the button View All in the Event Log Page. You will be able to scroll down in the window and see all stored log messages.

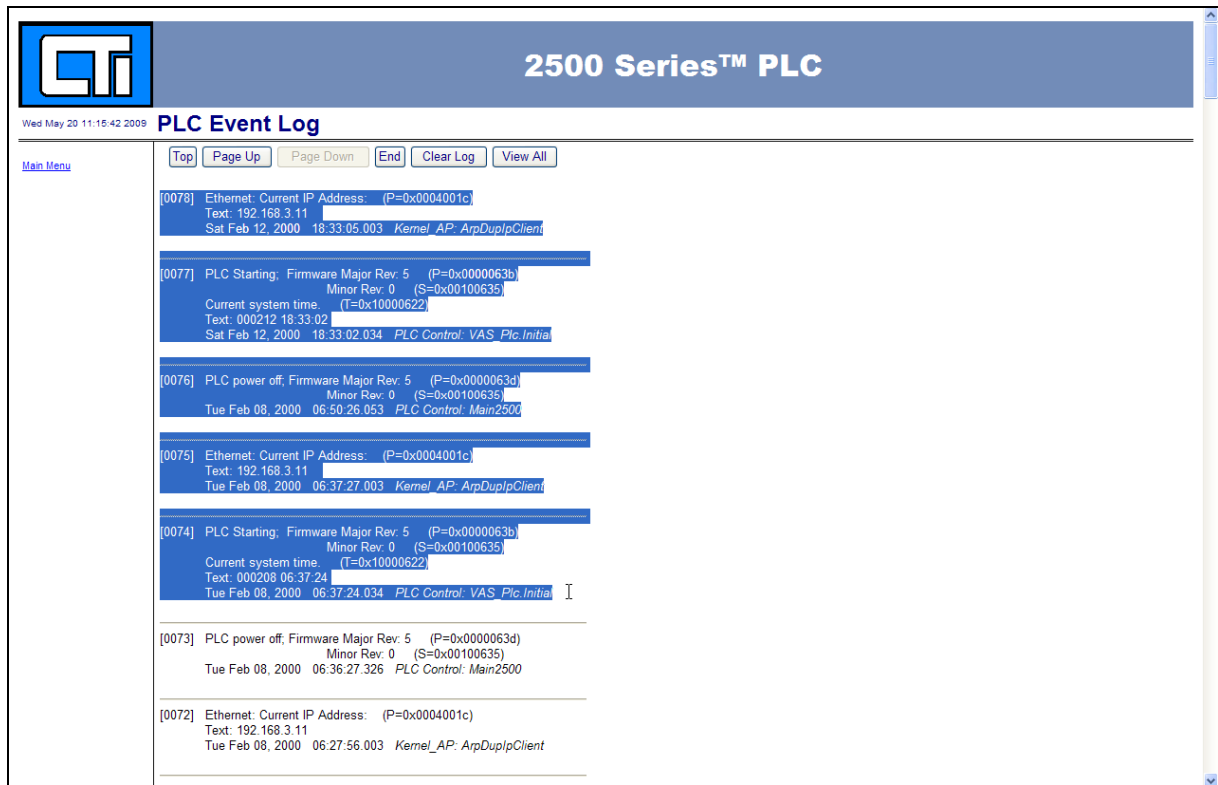
Copying Event Log Messages

On your desktop, create a new text file with Wordpad and name it **Event Log.txt**
Open the empty text file.



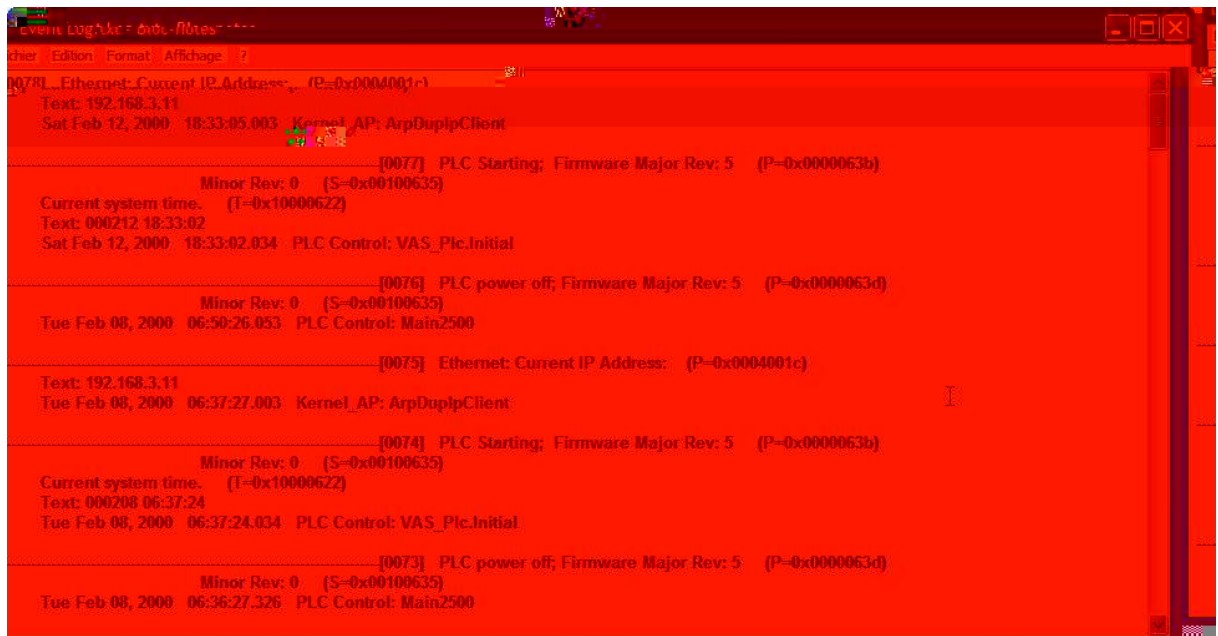
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Place your cursor in the Window, hold down left mouse button and select ALL the messages in the window while scrolling down all the way to the bottom of the window.



Now click right mouse button and select copy.

Paste the text in the empty **Event Log.txt** file.



Verify that all the messages from the Event log have been pasted in the text file, save the text file and send it to Technical Support.

Note: Starting from Firmware V5.0 there are several other Statistics pages accessible in the Main Menu: The same procedure applies to the data in these pages.