

# Recovering Diagnostic Data from a CTI 2500 Series™ Processor

The CTI 2500-Cxxx CPU maintains a time stamped event log of significant events in the system, as well as operating statistics for the PLC scan, Ethernet port, and remote I/O port. 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 request the following information:

1. Event Log
2. Product Information
3. PLC Scan Statistics
4. TCPIP Statistics
5. Ethernet Statistics
6. I/O Statistics

This procedure describes how to recover this information from the CPU.

## Connecting to the CPU

The Event Log and operating statistics are accessed by means of an Ethernet Connection to the CPU and a Web Browser program on the PC. The Event Log cannot 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/>

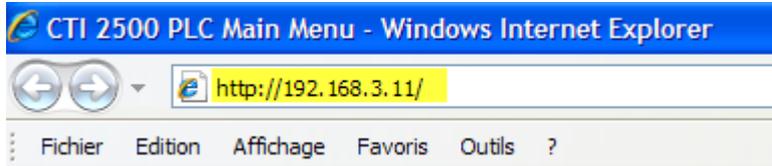
Make a connection between the Ethernet port of your PC and the Ethernet port of the CPU by means of an RJ45 cable or a switch. It is possible to use a straight or a crossed RJ45 cable between the Ethernet port of the PC and the Ethernet port of the CPU, the Ethernet port of the CPU will automatically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

Make sure that the IP address of your PC Ethernet connection 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*

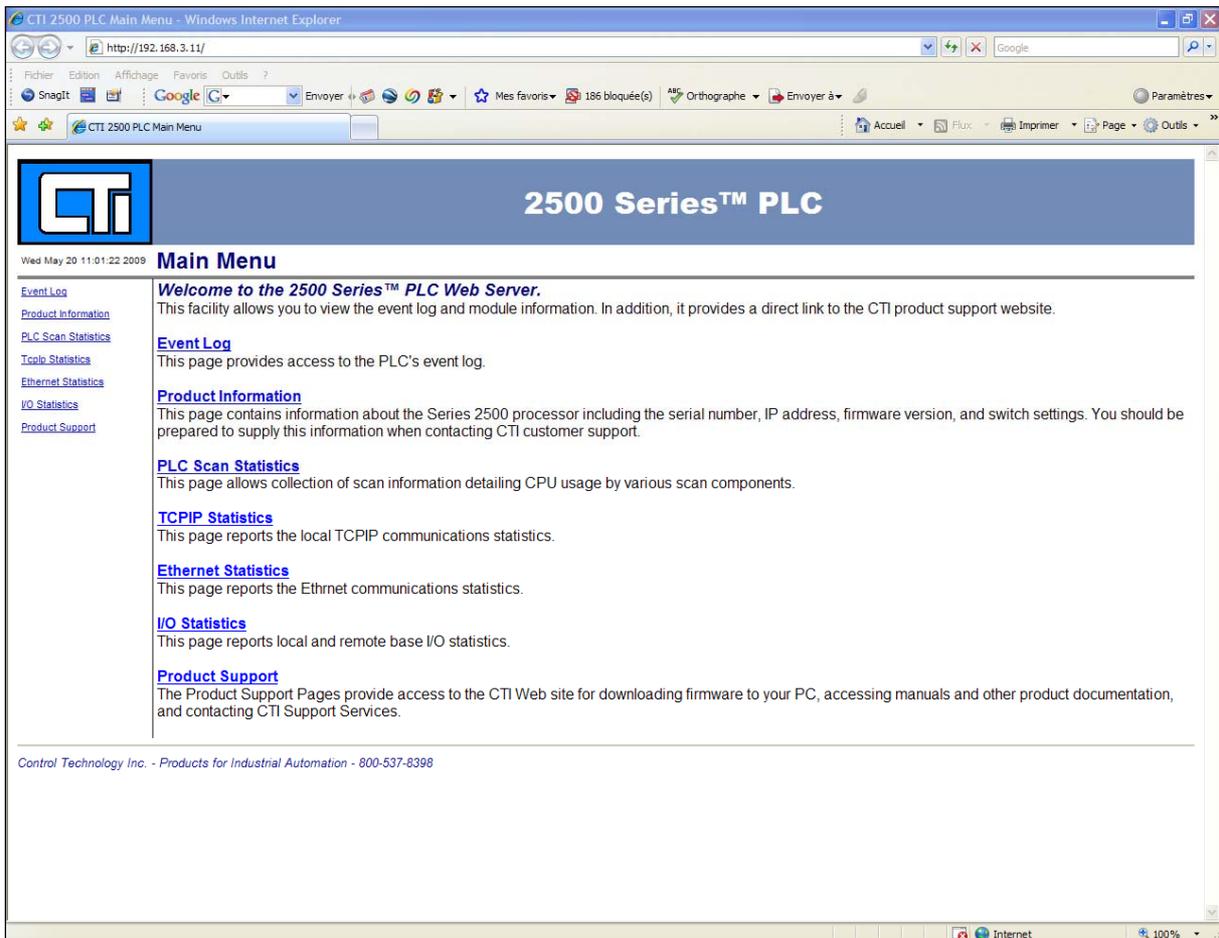
# RECOVERING THE EVENT LOG

## 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 Main Menu of the CPU.



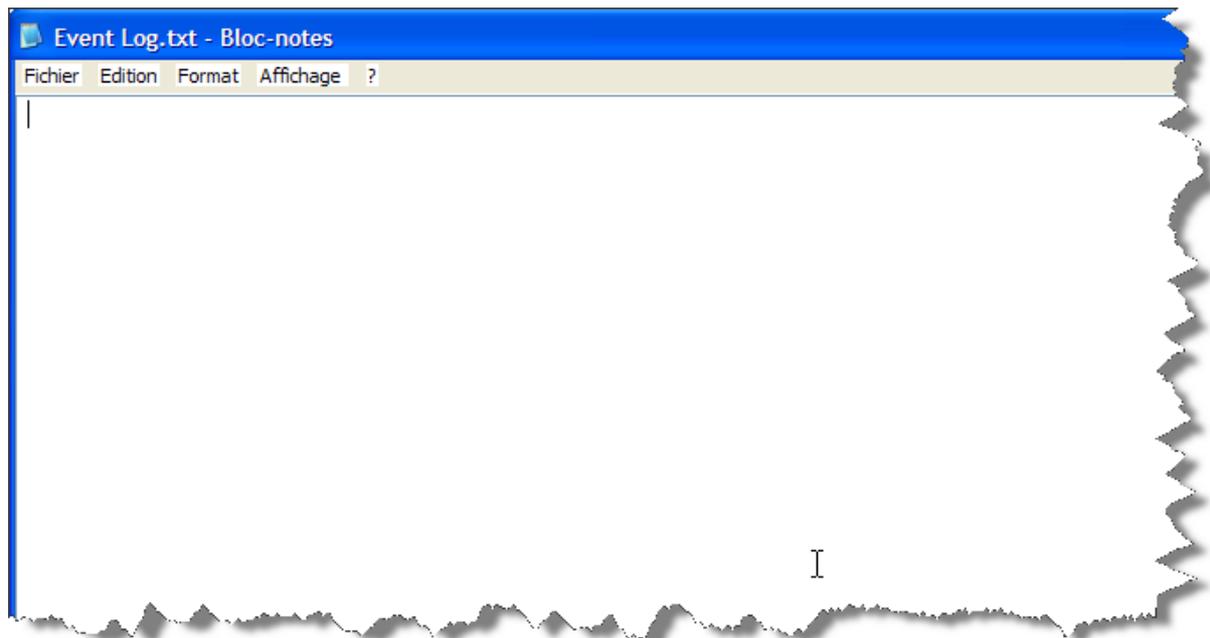
Select Event Log in the Main Menu. The Event Log Page will display:



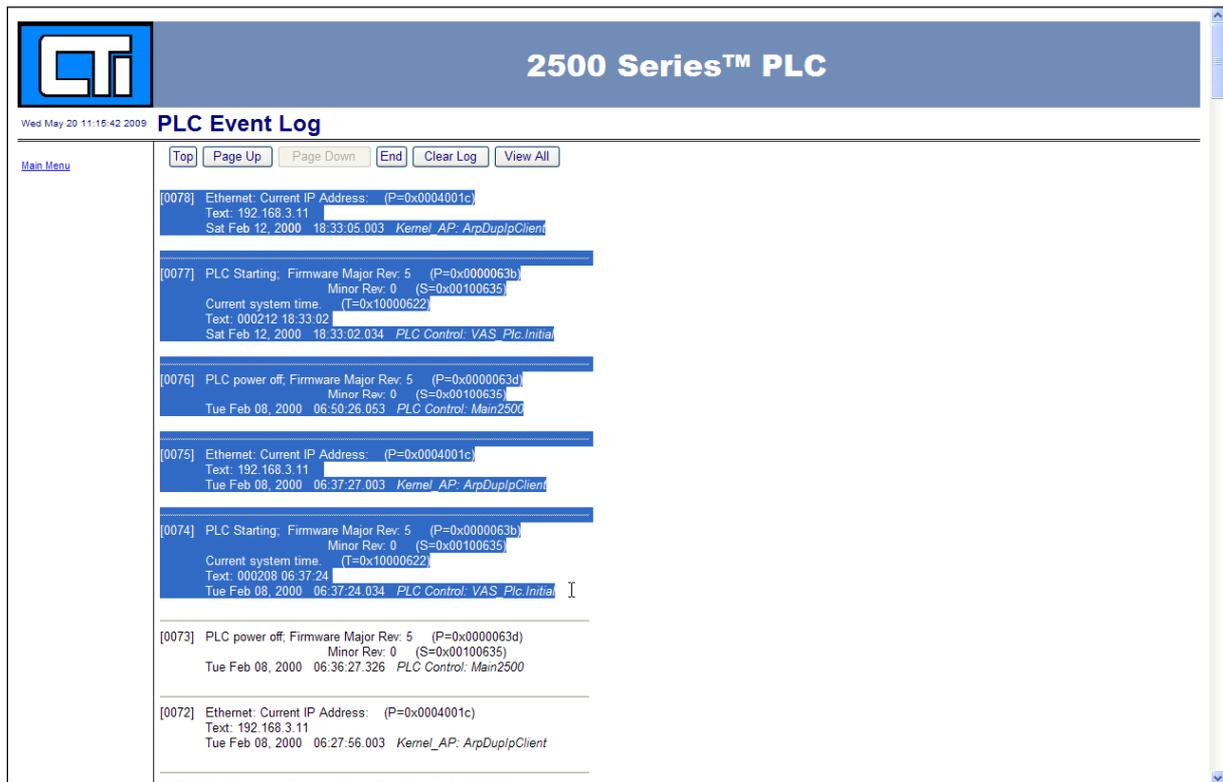
Click on the button View All in the Event Log Page. You will be able to scroll down in the window and see all stored log messages.

## Copying Event Log Messages

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

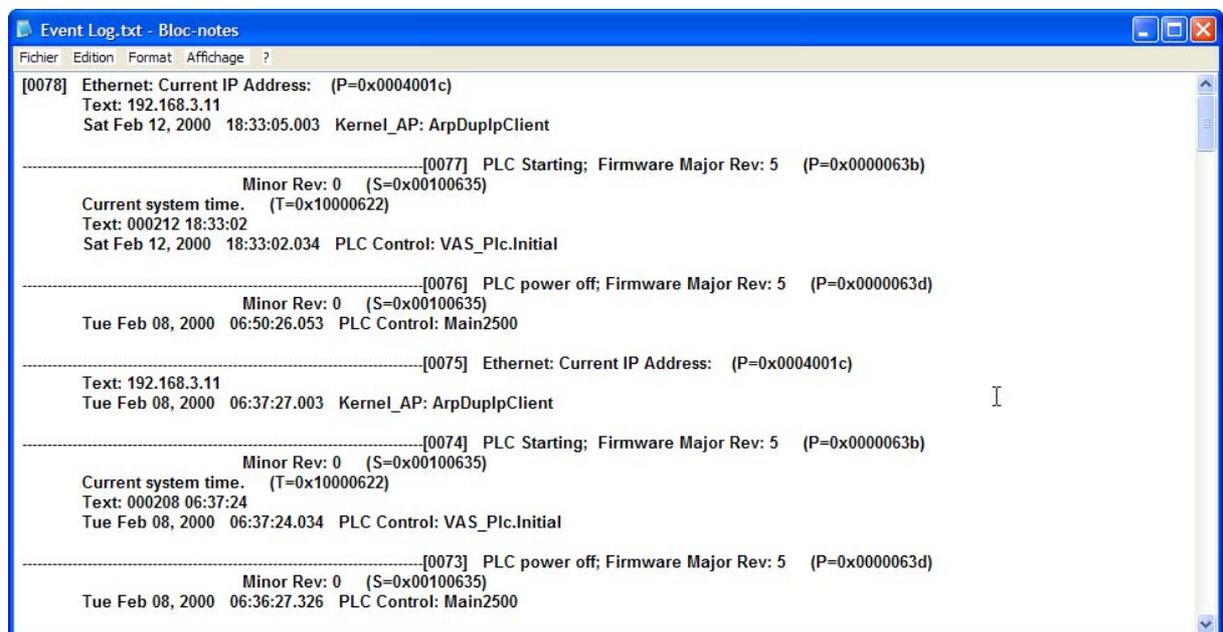


Place your cursor in the Window, hold down left mouse button and select ALL the messages in the window while scrolling down all the way to the bottom of the window.



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.

# RECOVERING THE PRODUCT INFORMATION

On your browser, click the link “Main Menu”. Then click “Product Information”.



## 2500 Series™ PLC

Fri Sep 25 2009 12:25:29  
GMT-0400 (Eastern Daylight  
Time)

### Product Information

[Main Menu](#)

This page allows you to view product information including the product serial number, current IP address, current firmware version, and switch settings.

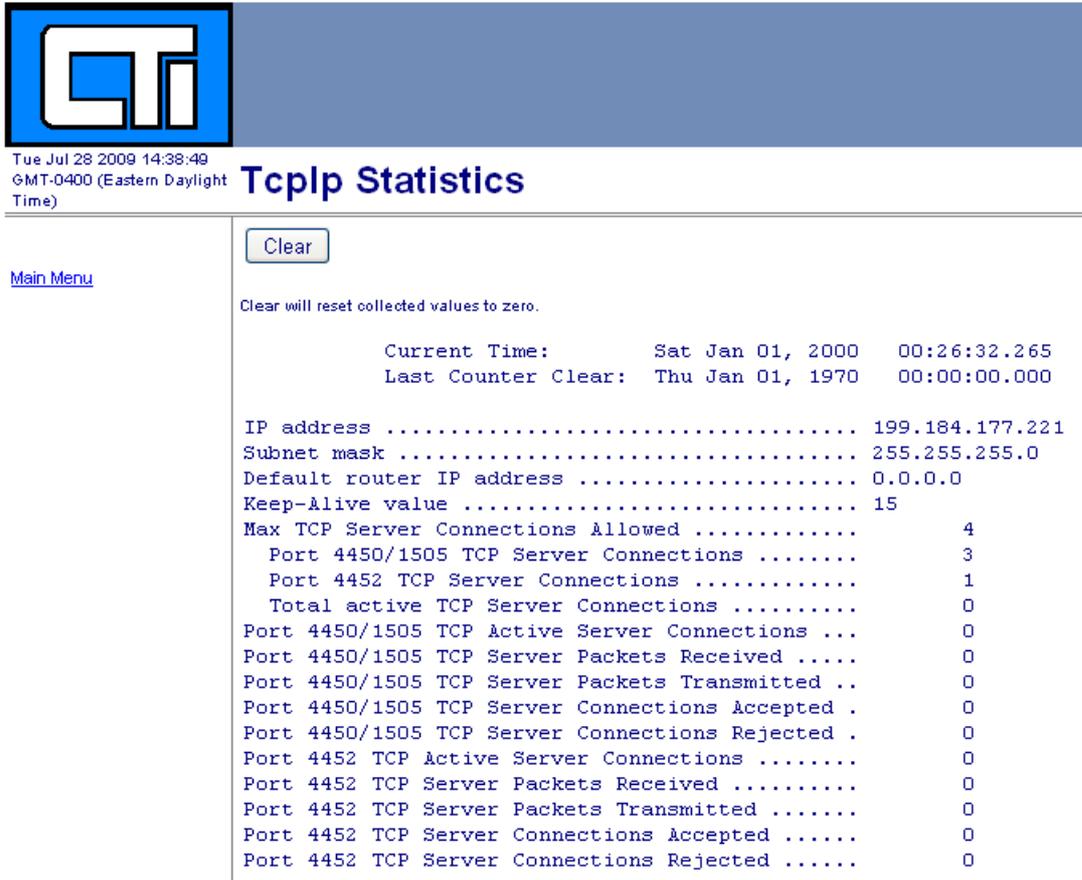
```
Product Number ..... 2500-C400
Product Name ..... 2500 Series™ PLC
Serial Number ..... 000215329
Ethernet MAC Address ..... 00:20:25:0F:80:ED
IP Address ..... 199.184.177.252
Hardware Configuration ..... 0xf
Application Firmware Version ..... 06.00
Application Firmware Date ..... 08/04/09
I/O CPLD Version Number..... 06.02
Dipswitch Settings ..... 0x440
  Position 2 ..... closed
  Position 3 ..... open
  Position 4 ..... open
  Position 5 ..... open
  Position 6 ..... closed
  Position 7 ..... open
  Position 8 ..... open
  Position 9 ..... open
  Position 10..... open
  Position 11..... open
  Position 12..... open
User Jumper Settings ..... 0x3e
  Position A ..... enabled
  Position B ..... disabled
  Position C ..... disabled
  Position D ..... disabled
  Position E ..... disabled
  Position F ..... disabled
Product Clock ..... Sun Feb 13, 2000 00:14:03.512
```

Copy and paste the information into a text file as you did in “Recovering the Event Log” above.



## RECOVERING THE TCPIP STATISTICS

On your browser, click the link “Main Menu”. Then click “TCPIP Statistics”.



Tue Jul 28 2009 14:38:49  
GMT-0400 (Eastern Daylight Time)

### Tcplp Statistics

[Main Menu](#)

Clear will reset collected values to zero.

Current Time: Sat Jan 01, 2000 00:26:32.265  
Last Counter Clear: Thu Jan 01, 1970 00:00:00.000

IP address .....	199.184.177.221
Subnet mask .....	255.255.255.0
Default router IP address .....	0.0.0.0
Keep-Alive value .....	15
Max TCP Server Connections Allowed .....	4
Port 4450/1505 TCP Server Connections .....	3
Port 4452 TCP Server Connections .....	1
Total active TCP Server Connections .....	0
Port 4450/1505 TCP Active Server Connections ...	0
Port 4450/1505 TCP Server Packets Received .....	0
Port 4450/1505 TCP Server Packets Transmitted ..	0
Port 4450/1505 TCP Server Connections Accepted ..	0
Port 4450/1505 TCP Server Connections Rejected ..	0
Port 4452 TCP Active Server Connections .....	0
Port 4452 TCP Server Packets Received .....	0
Port 4452 TCP Server Packets Transmitted .....	0
Port 4452 TCP Server Connections Accepted .....	0
Port 4452 TCP Server Connections Rejected .....	0

Copy and paste the information into a text file as you did in “Recovering the Event Log” above.

## RECOVERING THE ETHERNET STATISTICS

On your browser, click the link “Main Menu”. Then click “Ethernet Statistics”. Repeat the copy and paste process for this page.

## RECOVERING THE I/O STATISTICS

On your browser, click the link “Main Menu”. Then click “I/O Statistics”. Repeat the copy and paste process for this page. Scroll to the bottom of the page while doing the copy to ensure you get all the information.