

Customer Service Letter



To: Collect PS Logs Customers

Date: Nov-11

Subject: Introduction to Collect PS Logs

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Product: Collect PS Logs for PS Systems

Dear Customer,

Collect PS Logs is a software utility that collects all log files from the PS Machine. It creates a ZIP file containing all the information that Data I/O, or trained service technicians, need to evaluate your PS Machine status. **Collect PS Logs** can be installed by Data I/O or a trained service technician. For more information e-mail support@dataio.com.

NOTE: Some log files have a limited life; that is, they get written over by newer files after a specific time period. For best results capturing information, the Collect PS Logs application must be used very soon after a problem has been detected.

How to use Collect PS Logs

When you experience a *programmer* related problem, you should:

1. Force the error to re-appear by running a job, or performing the same steps that led to the trouble.
2. Close all Data I/O software like TaskLink, AH500. (Close AH500 the usual way: click **Finish** to stop a job, **Exit** the Run Window, **Exit** the program.)
3. Start **Collect PS Logs**.

For all other problems you can run the **Collect PS Logs** application anytime after the problem has been seen, even when the PS Handler SW (AH500) is still active.

Starting *Collect PS Logs*

There are two methods to start the **Collect PS Logs** application.

1. The AH500 Software displays a button in each message box that allows you to start the **Collect PS Logs** application in AUTO Mode. AUTO Mode uses default settings.
2. The other method is to navigate to the Start menu and locate **Collect PS Logs**. By default the installer will create an icon in **Start > All Programs > AH500 > Collect PS Logs**.

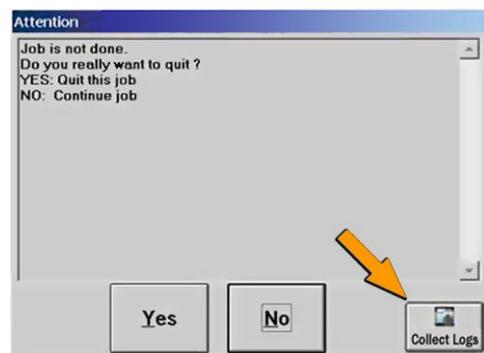


Figure 1: The **Collect Logs** button starts the **Collect PS Logs** application.

Starting Up from the Start Menu

After starting **Collect PS Logs** from the Start menu, the main window appears which allows you to select items you wish to collect.

1. (Optional) Check additional SPC files if the error rarely appears or appeared a long time ago. Ref: Figure 2.

NOTE: The ABS files (lower right corner in Figure 3) are collected only when the AH500 is not active. This ABS file field is disabled (dimmed as shown in figure 3) when an active handler is detected.

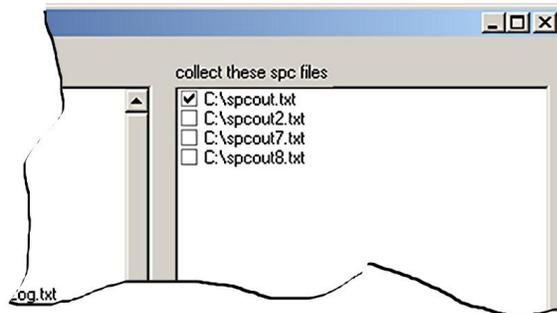


Figure 2: SPC Files are optional.

2. (Optional) To enter a text description to the Zip file:
 - a. Click **Add description**.
 - b. Type a description into the field available. In addition to what you type, the description will include the Date and Time the log was captured and the serial number information from the winah400.ini file.

NOTE: If the AH500 handler SW is detected running, the application adds a screen-capture of the AH500 to the Zip file.

3. Click **Collect and ZIP**.
A ZIP file is created in the MyDocuments folder. The ZIP file remains there even after exiting the **Collect PS Logs** application. It is also copied to the Windows Clipboard.
4. Click **OK** to the message about pasting the ZIP file to another desired folder.

Starting in AUTO Mode

When starting **Collect PS Logs** from a Message box (AUTO Mode), only a progress screen is shown on the lower left corner of the screen. (All defaults are used and no user action is required.)

Files Collected

Only files with checked boxes are collected. The **Collect PS Logs** Application automatically detects the name of the last job run. It then identifies job-related files, including the data file used and serial number configurations (if present). *By default, the data file is not checked and therefore, will not be collected into the ZIP file.* See Figure 3 on the next page.

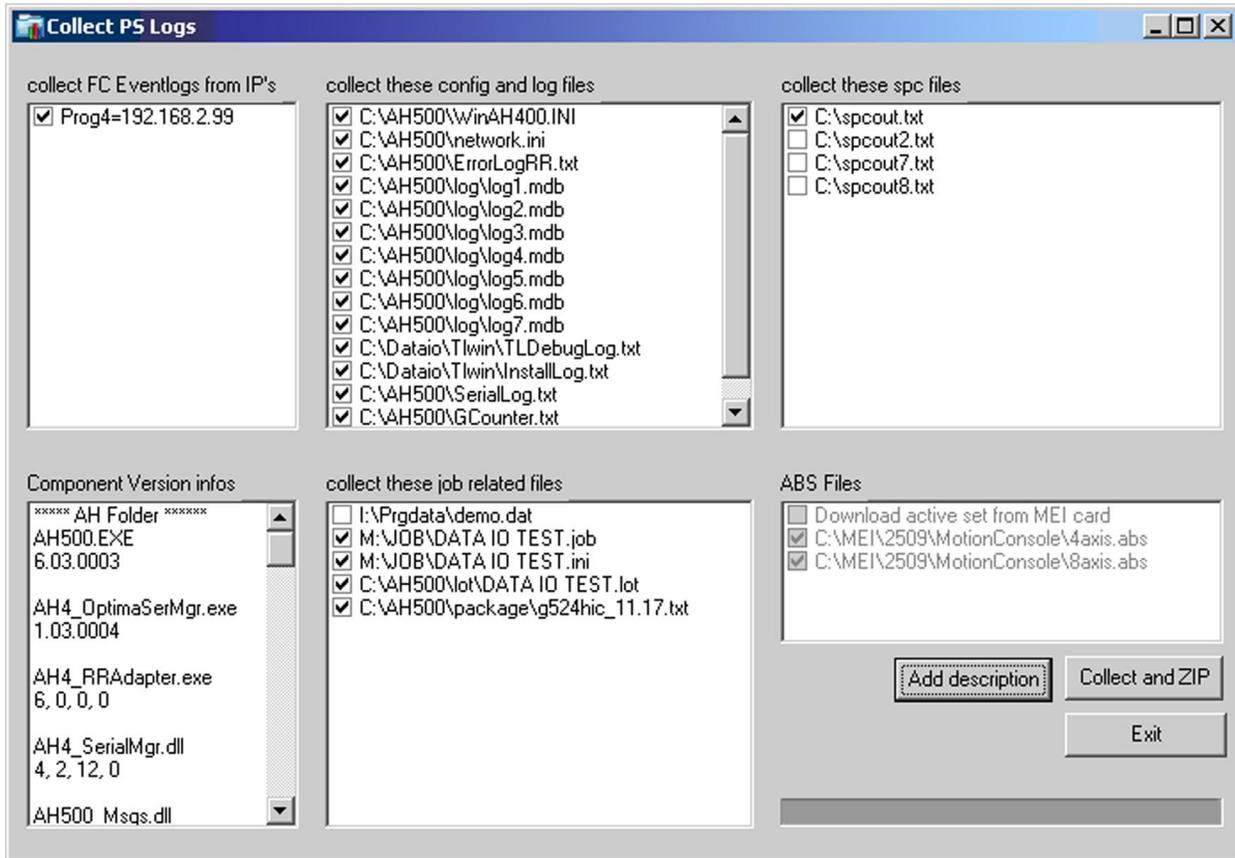


Figure 3: The Main Window lists job-related files in the lower center field. The data file is unchecked by default. Command buttons are in the lower right corner.

Command Line Support

When the command line parameter [auto] is passed to the application, no screen is displayed and all defaults are used. A file with date/time stamp is created. The naming format is

LogFiles_DD_MM_YYYY HH_MM_SS.zip ; for example: LogFiles_13_09_2010 16_20_07.zip.

Optionally, you can pass a second parameter [myfile.zip] as shown below which determines the zip file name.



CAUTION: These command-line commands overwrite existing files (if they exist) without warning.

Examples:

Code	Description
<code>Collect_ps_logs auto myfile.zip</code>	The application runs automatically and creates a myfile.zip output file (where myfile.zip is the name you typed in the command line).
<code>Collect_ps_logs auto</code>	The application runs automatically creating a date/time stamped output file.