

Customer Support Note 036

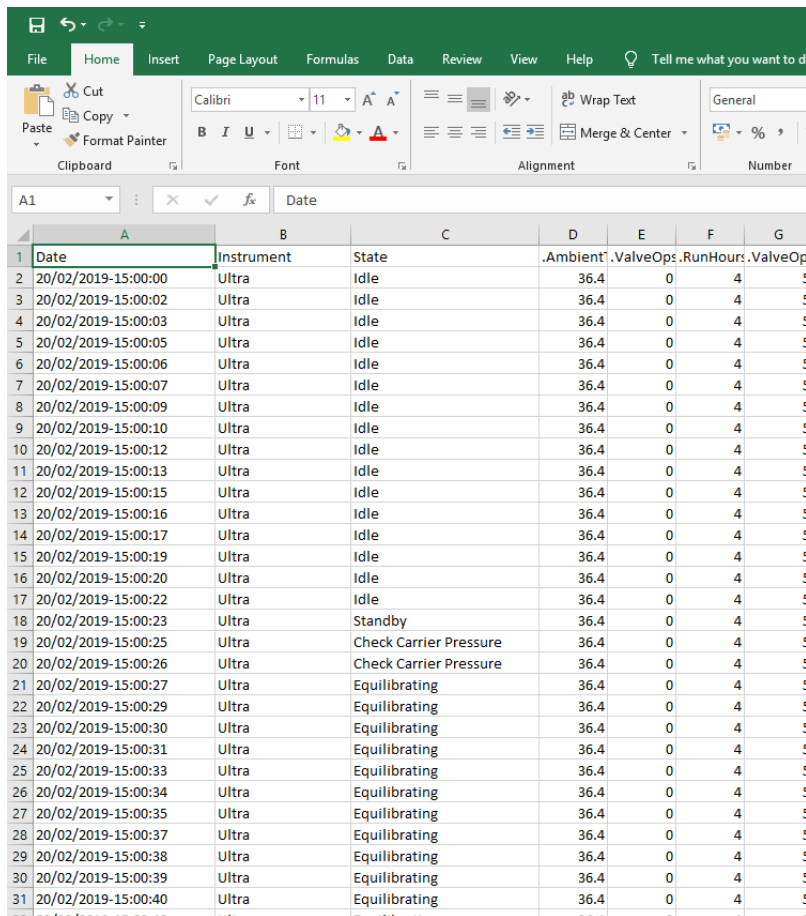
Recording diagnostic log files in MIC 2.0

Disclaimer: It is vital that this Customer Support Note is read carefully before proceeding and that any instructions contained within the document are followed closely. Markes International will not accept responsibility for any damage done to instrumentation or personnel if any instructions within this document are not followed exactly. Any ongoing warranty or contract may be voided if failure to follow these instructions results in damage to the instrumentation. If anything is unclear, you must clarify the details with a Markes representative before proceeding.

Markes Instrument Control software can generate a number of system log files, which can be useful diagnostic tools. This document demonstrates where the log files can be found.

1. Status logs

- Status logs can be found in C:\ProgramData\Markes International\TD\Log:



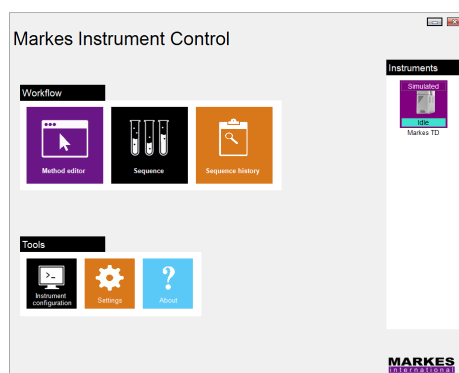
A	B	C	D	E	F	G
Date	Instrument	State	.Ambient	.ValveOps	.RunHours	.ValveOp
20/02/2019-15:00:00	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:02	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:03	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:05	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:06	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:07	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:09	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:10	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:12	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:13	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:15	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:16	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:17	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:19	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:20	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:22	Ultra	Idle	36.4	0	4	5
20/02/2019-15:00:23	Ultra	Standby	36.4	0	4	5
20/02/2019-15:00:25	Ultra	Check Carrier Pressure	36.4	0	4	5
20/02/2019-15:00:26	Ultra	Check Carrier Pressure	36.4	0	4	5
20/02/2019-15:00:27	Ultra	Equilibrating	36.4	0	4	5
20/02/2019-15:00:29	Ultra	Equilibrating	36.4	0	4	5
20/02/2019-15:00:30	Ultra	Equilibrating	36.4	0	4	5
20/02/2019-15:00:31	Ultra	Equilibrating	36.4	0	4	5
20/02/2019-15:00:33	Ultra	Equilibrating	36.4	0	4	5
20/02/2019-15:00:34	Ultra	Equilibrating	36.4	0	4	5
20/02/2019-15:00:35	Ultra	Equilibrating	36.4	0	4	5
20/02/2019-15:00:37	Ultra	Equilibrating	36.4	0	4	5
20/02/2019-15:00:38	Ultra	Equilibrating	36.4	0	4	5
20/02/2019-15:00:39	Ultra	Equilibrating	36.4	0	4	5
20/02/2019-15:00:40	Ultra	Equilibrating	36.4	0	4	5

- In the folder these will be recorded as: statlog_instrumenttype_date_hr
- These are recorded hourly and last for 20 days.

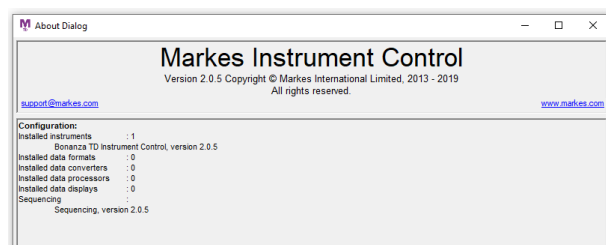


2. Auto-generation of logs for diagnosing instrument faults

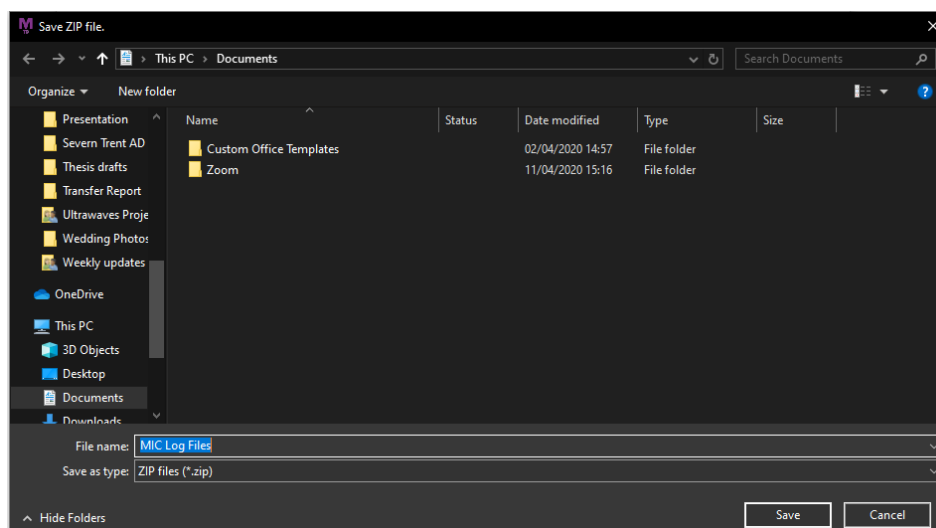
- If log files are requested by Markes support engineers to assist in the diagnosing of any instrument faults, they can be found by clicking on the 'About' tile on the MIC homepage:



- In the following page, click on the email support@markes.com hyperlink:



- This will automatically create a zip file containing all the log files that a Markes support engineer will need. This can be saved and then emailed to support@markes.com:



For all technical support queries, please contact Markes International.

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