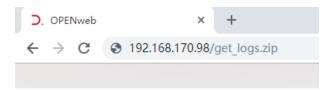
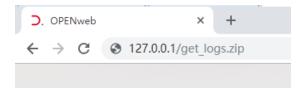
## TT191004 - OPENweb - Log Files Collection

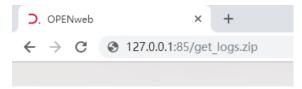
 Sometimes when you've problem with OPENweb system, you may need to send us the OPENweb log files, so that our support team can analyze the problem. On your PC, start a browser (e.g. Chrome) and type the IP address of the OPENweb server with "/get\_logs.zip" at the end, like this



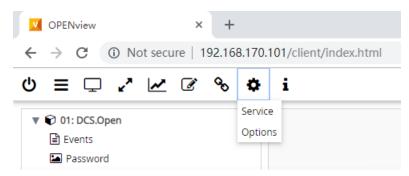
 OPENweb will automatically download all the log files from the OPENweb server, and create a compressed ZIP file, so that you can send it to us easily. If you're on the server PC, you can use "127.0.0.1/get\_logs.zip"



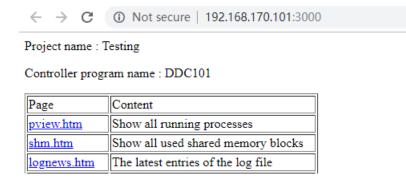
3. If your OPENweb server setup is not using TCP port 80 (e.g. 85), then you need to use ":85/get\_logs.zip", for example



- 4. If you cannot download the log files, please check your network settings. Please also refer to TT191001 to setup the firewall on the OPENweb server PC if required
- 5. If the problem is related to a controller, then you may also need to get the log file for the controller. Start browser, connect to the controller, click the icon, and then "Service"



6. Click on "lognews.htm"



7. Save the whole webpage and send to us. In Chrome, just right click on the webpage, and then click "Save as"

← → C ① Not secure | 192.168.170.101:3000/lognews.htm

Project name : Testing

Controller program name : DDC101

the latest entries of the global log file:

29.08.2019 9:02:26 : sis -> Version 1.052

29.08.2019 9:02:27 : BACnet -> Version 1.052.3 (App: 1.056a)

29.08.2019 9:02:04 : label2 -> Version 1.051

29.08.2019 9:02:13 : regel -> Version 1.056a

29.08.2019 9:02:32 : BACnet -> INFO: BACnet Objects: Option Limit<250>, In Used<10>=Server<9>+Client<1>>

8. Go back to the last page, and click on "pview.htm"



Project name: Testing

Controller program name: DDC101

Page	Content
pview.htm	Show all running processes
shm.htm	Show all used shared memory blocks
lognews.htm	The latest entries of the log file

9. Save the whole webpage and send to us

← → C (i) Not secure   192.168.170.100:3000/pview.htm
---

Project name: Test

Controller program name: DDC100

Current system time: 17.09.2019

17:18:20

Process-ID	pview	lognews	regel	i2crun	canrun1	comser	mpmtcpip
command line	DUIAU INI	./lognews - inifile lognews.ini	/prog1/regel	/i/cmm -initile	/prog1/canrun - inifile /prog1/canrun1.ini		/mpmtcpip - inifile mpmtcpip.ini
Status	PS_RUNNING	PS_RUNNING	PS_RUNNING	PS_RUNNING	PS_RUNNING	PS_RUNNING	PS_RUNNING
PID	1841	1815	1848	1821	1859	1850	1851
priority	0	0	0	0	0	0	0
SW-watchdog timeout	0	0	30	15	15	15	15
restart counter	0	0	0	0	0	0	0
process initiation time			17.09.2019 14:42:33		17.09.2019 14:42:33		17.09.2019 14:42:33