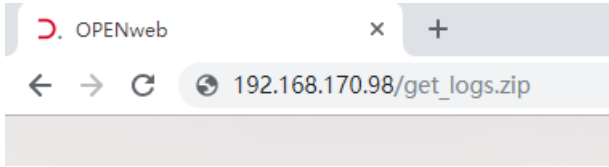
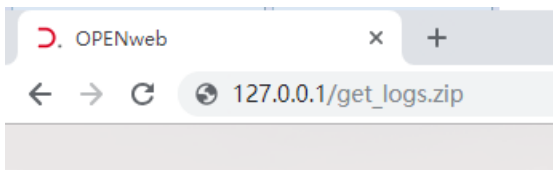


## TT191004 – OPENweb - Log Files Collection

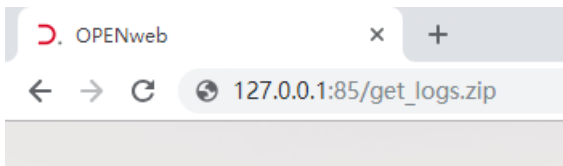
1. Sometimes when you've problem with OPENweb system, you may need to send us the OPENweb log files, so that our support team can analyze the problem. On your PC, start a browser (e.g. Chrome) and type the IP address of the OPENweb server with “/get\_logs.zip” at the end, like this




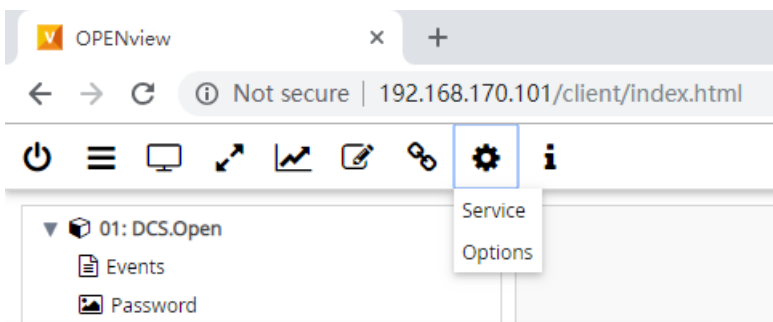
2. OPENweb will automatically download all the log files from the OPENweb server, and create a compressed ZIP file, so that you can send it to us easily. If you're on the server PC, you can use "127.0.0.1/get\_logs.zip"



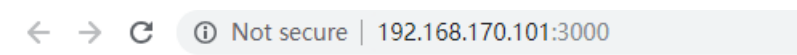
3. If your OPENweb server setup is not using TCP port 80 (e.g. 85), then you need to use “:85/get\_logs.zip”, for example



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”



Project name : Testing

Controller program name : DDC101

Page	Content
<a href="#">pview.htm</a>	Show all running processes
<a href="#">shm.htm</a>	Show all used shared memory blocks
<a href="#">lognews.htm</a>	The latest entries of the log file

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

← → ↻ ⓘ 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”

← → ↻ ⓘ Not secure | 192.168.170.101:3000

Project name : Testing

Controller program name : DDC101

Page	Content
<a href="#">pview.htm</a>	Show all running processes
<a href="#">shm.htm</a>	Show all used shared memory blocks
<a href="#">lognews.htm</a>	The latest entries of the log file

9. Save the whole webpage and send to us

[illegible]