How to provide serial logs?

Serial logs can help technicians quickly locate problems.

Windows:

1. Connect your M5 device to your computer using USB.

2. Check the device documentation and install the driver provided in the documentation (if the driver is not provided in the documentation, you can ignore it)

Documentation link：https://docs.m5stack.com/en/products

The following will take **MobaXterm** terminal tool as an example.

1. Download and install **MobaXterm**： https://mobaxterm.mobatek.net/download.html.You will see the main interface as shown in Figure 2.1.
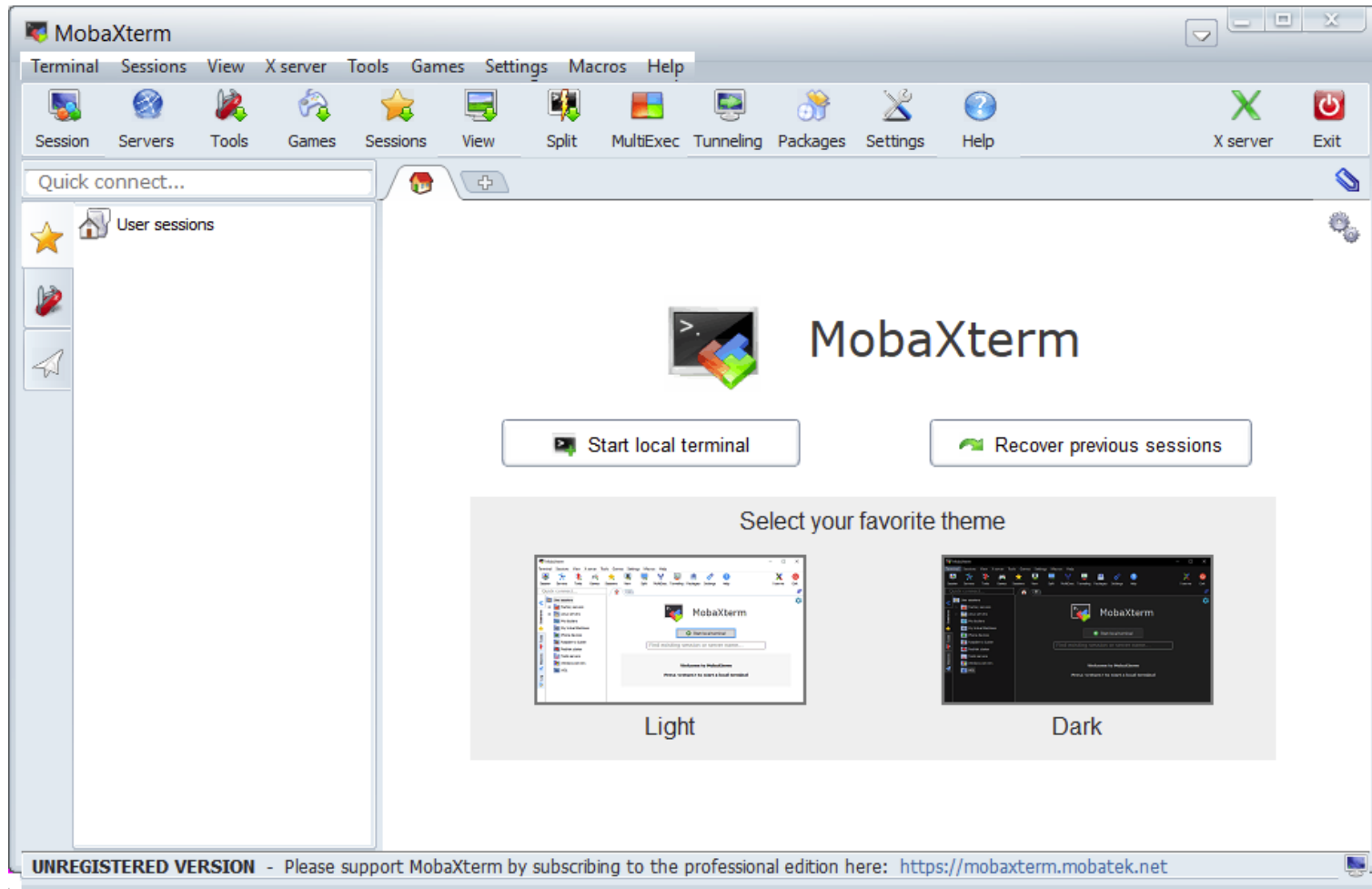

Figure 2.1 MobaXterm main interface

2. Click Session in the upper left corner and you will see the **Session settings** interface as shown in Figure 2.2.
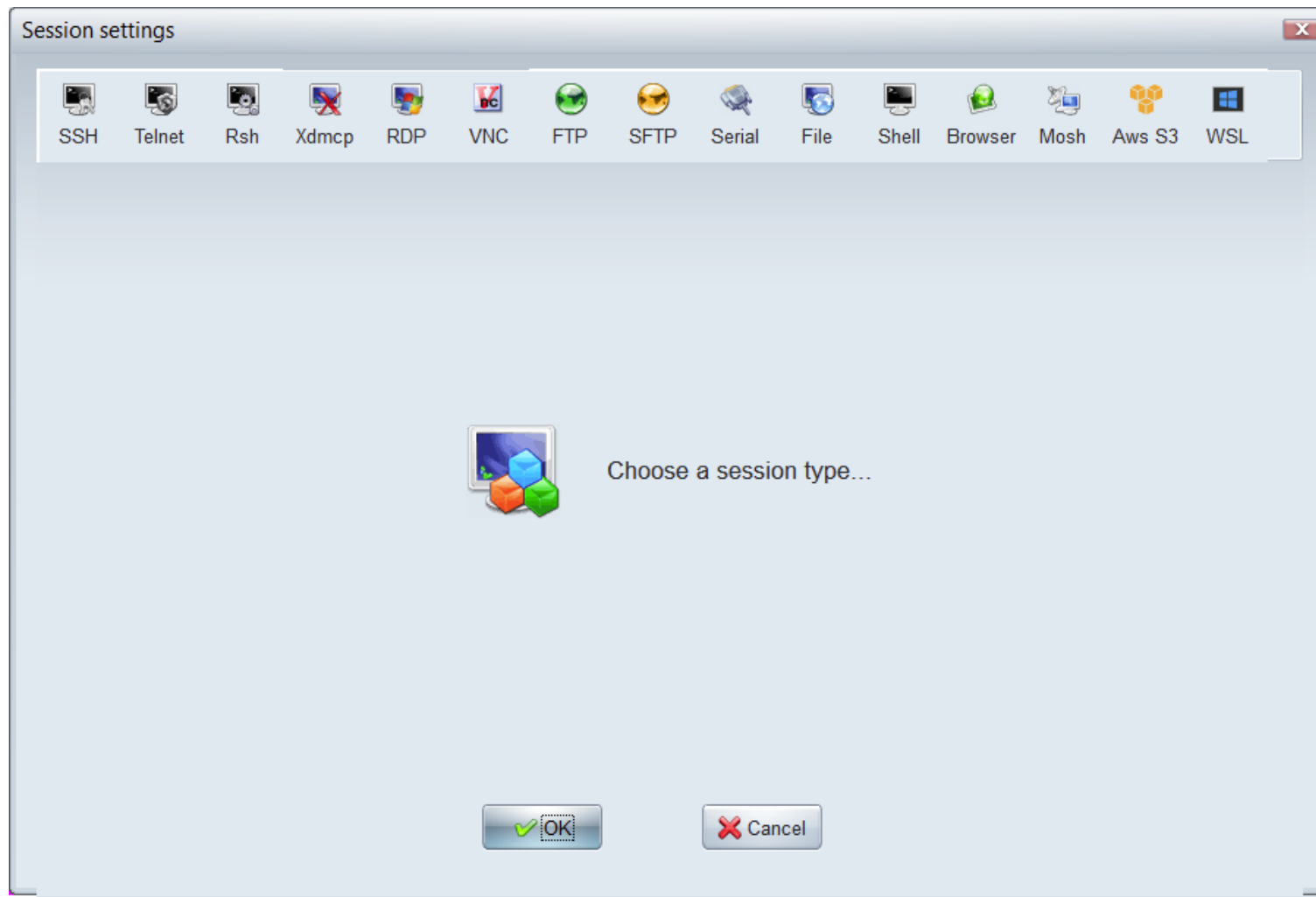

Figure 2.2 Session settings

3. Click Serial and select the device's Serial port and speed.

   Taking StickCPlus2 as an example, the **Serial port** will have the option of COM3 (USB Serial Device (COM3)) (different devices and ports will change the COM serial number or name, whichever is the actual port after the device is plugged in).
   Speed should generally be 115200bps. If the information printed out by the serial port is garbled, you should change to another speed.
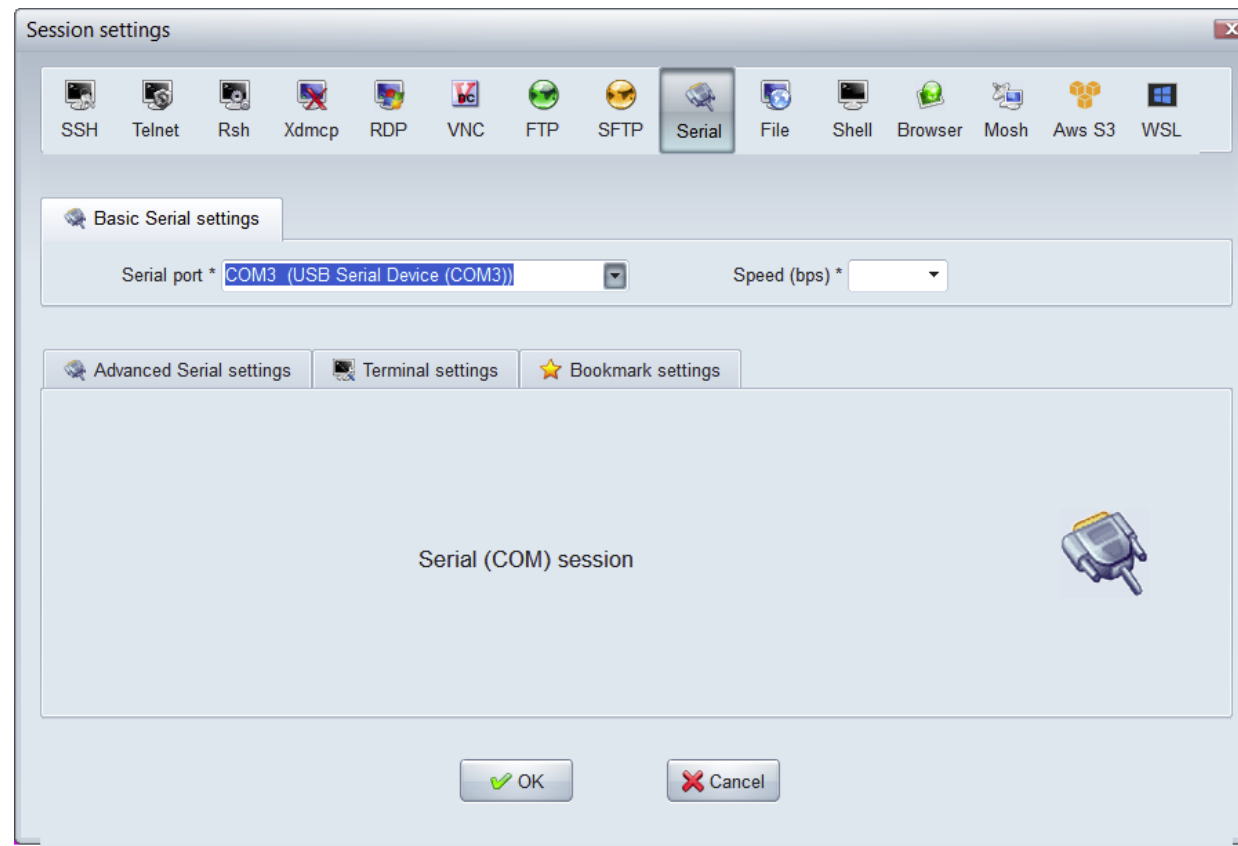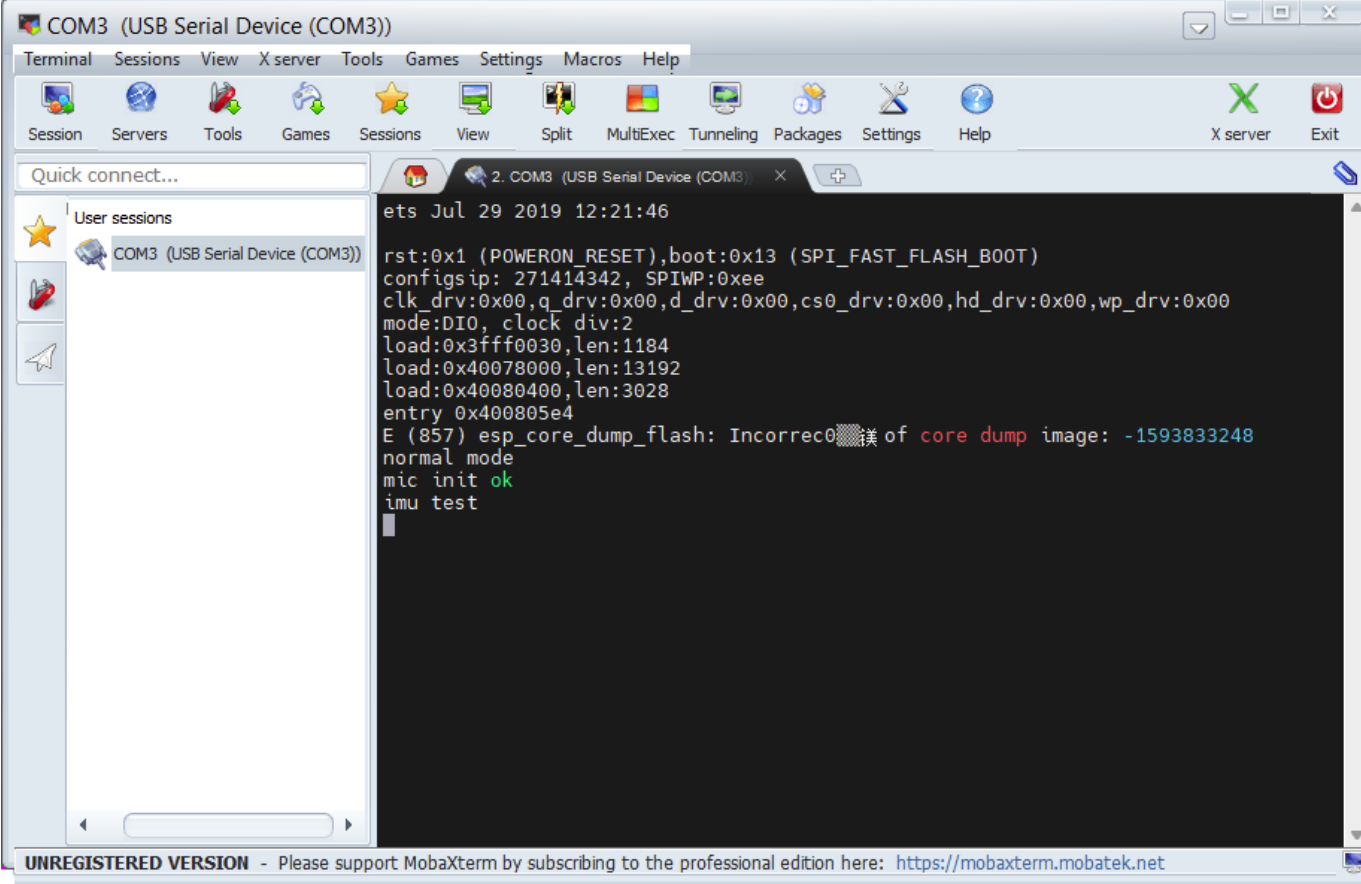

Figure 2.3 Basic Serial settings

4. After configuring the port and speed, click **OK** to open the serial port.
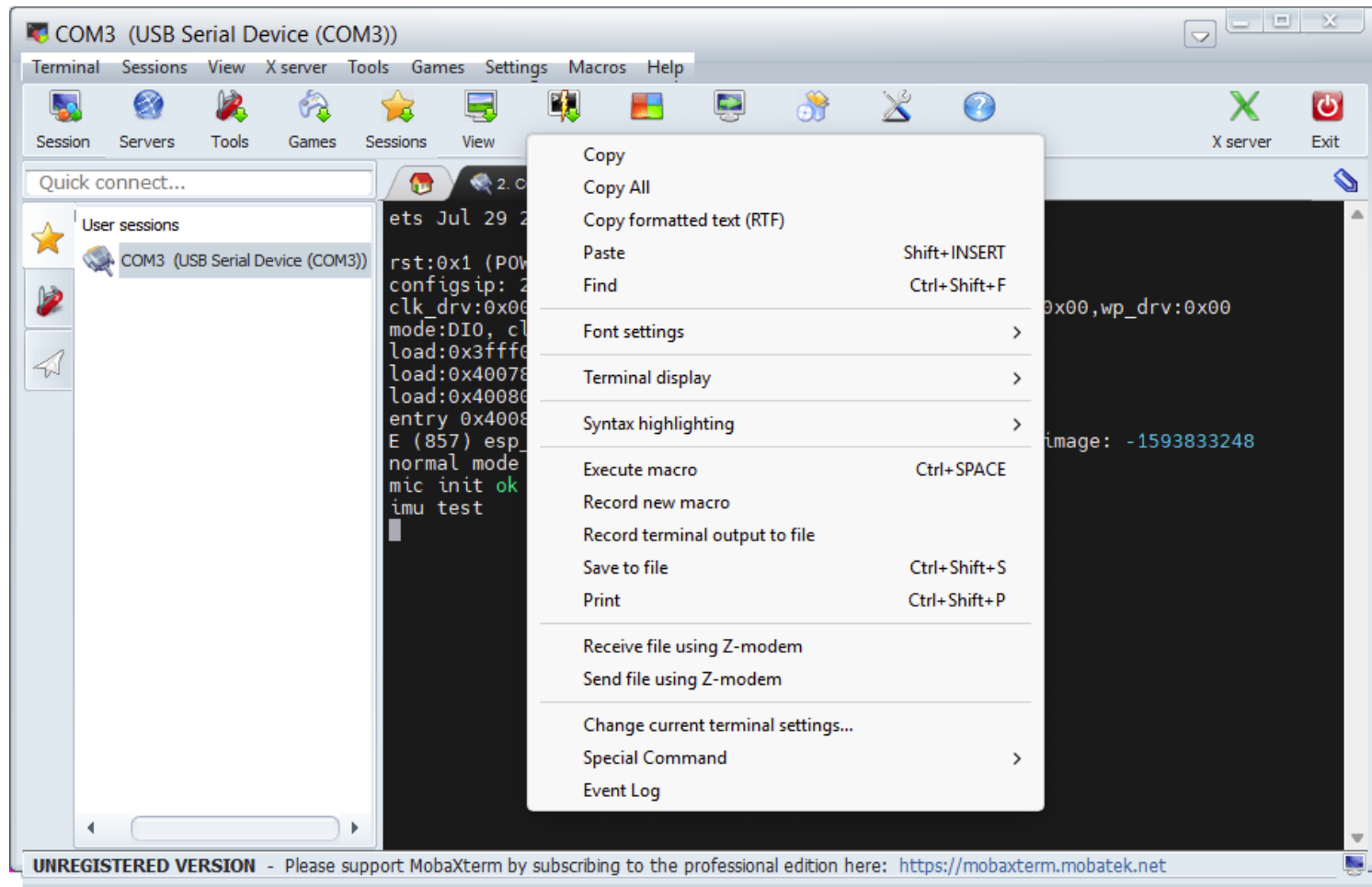
   After manually restarting the device, reproduce the operation that makes the device unable to work (for example, the device freezes on a specific interface).

Figure 2.4 StickCPlus2 factory firmware serial log output

5. After confirming that all useful information has been obtained, right-click on the screen and click **Save to file** to save the serial port log just obtained as a text file and then send it to us.

We will continue to release tutorials for macOS and Linux systems.