

## Create diagnostic data collection

Whenever there is a problem on your RoboRail machine, our technical support team is always ready to help you. Our team has several diagnostic tools at their disposal. To help you successfully it is very important that the following information is as complete as possible.

Step 1. Advanced, Generate data collection



Step 2. Create data collection following the questions in the screen:

- Machine number on the type plate,
- Description of What went wrong,
- When did the problem start,
- Other information HGG might need

Step 3. Add additional cutting files from external applications

The image shows a screenshot of the 'Create data collection' dialog box. It has a title bar that says 'Create data collection'. Inside, there is a section labeled 'Description' with a text area containing the text: 'Short description of what the machine was doing at the moment, if there has been maintenance recently, etc.' and 'What went wrong, what is the machine number, when did the problem start, other information HGG might need'. Below this is a section labeled 'Additional files' with a text area containing the text: 'To add additional files, please use the "Add" button or drag and drop the files from an external application here. Here you can add files like the ProCAM project (.pcd), DSTV files (.dstv), NC Data (.nc1), etc.' There is a large empty rectangular area for file selection. To the right of this area are two buttons: 'Add' and 'Remove'. At the bottom of the dialog are two buttons: 'Create Collection' and 'Cancel'.

Step 4. Create collection

## Send to HGG

You are now ready to send the information to HGG. We advise you to use an FTP server rather than email. Most email firewalls will block unrecognized file formats, also most emails have a data limit of 10 Mb or sometimes 15 Mb per email.

There are several free File Transfer Protocol servers available, HGG recommends [WeTransfer](#):

- E mail to HGG: service@hgg.nl
- Enter your own e-mail address
- Enter your machine number in the 'Message' so that it can easily be identified by HGG.

Add your files. Click on the blue cross, browse to your files.



### Files:

- Most recent data collection file, e.g.: 2024\_02\_25-12\_13\_24\_341\_.7z
- Photos of the on-screen error messages.
- Photos of the machine.
- Photos of the part or cut that caused the problem.
- A description of what went wrong.
- Any drawings or design files of the part that caused the problem.

The screenshot shows a mobile application interface for sending files. At the top, there is a blue circular button with a white plus sign and the text "Add your files". Below this, there are three input fields: "Email to", "Your email", and "Message". At the bottom, there is a blue circular button with three white dots and a grey button labeled "Transfer".