Troubleshooting Guide

How to Collect Log Files

Rev. 1.4
04/2020

Revision History

Revision No.	Date	Description	Written by
1.0	2016.06.01	Create a new document	Jay Hwang
1.1	2016.06.02	Documented	Soowon Lee
1.2	2016.06.30	Revision	Soowon Lee
1.3	2017.05.16	Revision	Soowon Lee
1.4	2020.04.18	Added descriptions	Ethan Yang

Purpose

This document has been developed to explain how to collect essential log files to troubleshoot Koh Young Technology's SW issue to TS engineers and its agents.

Scope

This document describes how to collect the log files when the S/W issue occurs.

Terminology/Abbreviation

Terms / Abbreviations	Description
N/A	

Table of Contents

1. Overview

This document provides guidelines to collect essential log files for troubleshooting (to deliver them to HQ).

- The fundamental information (version, description of the issue, etc.) must be provided along with the related log files.
- Checkup Tool must be used if possible.
- When the log files are not available to be collected using Checkup Tool, collect them separately.
- The logs described in this document do not cover all cases. Also, the logs not described here may also be requested if necessary.
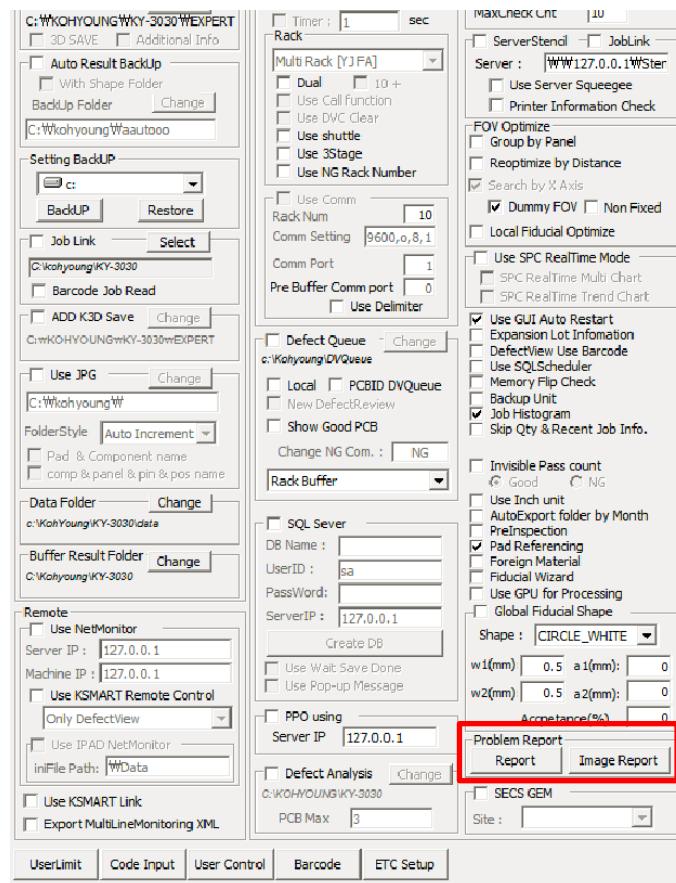
2. How to Collect Log Files

2.1. SPIGUI Issue

Run KYConfig to collect the report file. (Click **Report** button as shown on the image below)
It is not necessary to collect log files by clicking the **Image Report** button unless KY engineers require them.
The log files are saved to the desktop as *.zip format with the collected date on them.
It is recommended to collect the Report file and log files from Checkup Tool at a time.

#	Necessary Data	Checkup Tool
1	Report	N
2	Full Report	N

2.2. AOIGUI Issue

Collect the necessary data using Checkup Tool.
For the details on how to use Checkup Tool, refer to the separate manual.
It is not necessary to collect the dump files in no.5 unless it is requested by KY engineers.
The other log files are collected automatically from Checkup Tool.

#	Necessary Data	Checkup Tool
1	C:\KYLOG\AOIGUI\KYLOG-AOIGUI-YYYYMMDD.LOG	Y
2	C:\KYLOG\AOIGUI\HISTORY folder	Y
3	C:\Kohyoung\AOI\AOIGUISetup.ini	Y
4	C:\Kohyoung\AOI\MCSLOG\MCSStatus.log	Y
5	Dump file *For GUI Crash issues. (Refer to the image)	N
6	C:\Kohyoung\AOI\Log\Bar_Log\YYYYMMDD.txt *For barcode issues	Y
7	Jobfile folder (cache data downloaded from the server excluding *.BMP images)	Y C:\Kohyoung\AOI\RecentJOB C:\Kohyoung\AOI\RecentJOBbyDB

The dump files may be required to analyze the problems related to the SW process.
When the below screen is displayed by pressing the **Ctrl + Alt + Shift + Del** keys simultaneously, click **What does this report contain?** to export the files.


<Dump file>
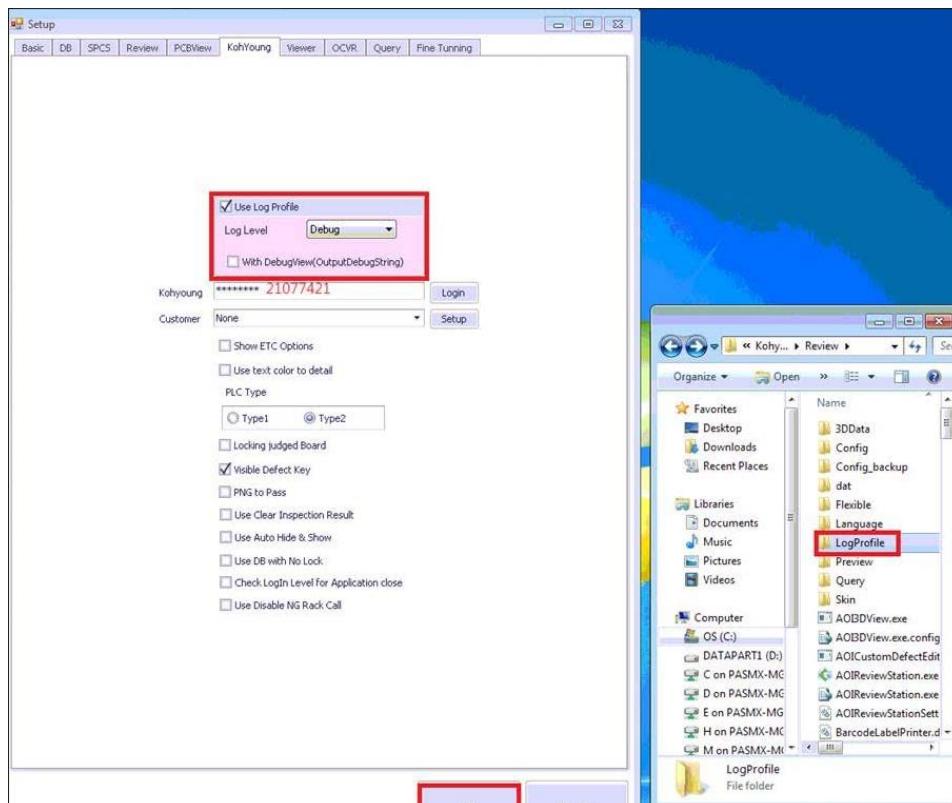
2.3. Review Station Issue

You need to make settings to export the log files from Review Station.
Run Review Setup and go to the **KohYoung** tab, and then select **Use Log Profile** and set 'Debug' to **Log Level**. The log files are saved to C:\KohYoung\Review\Logprofile.
It is not necessary to collect the DB backup file in no.3 unless it is requested by KY engineers.

#	Necessary Data	Checkup Tool
1	C:\KohYoung\Review\Config.ini	N
2	C:\KohYoung\Review\LogProfile *Make sure to activate **Use Log Profile** option (Refer to the image below)	N
3	KY_AOI & Weekly DB backup file (*.bak)	N

<Log profile>

2.4. MES Issue (MES interface)

Collect the necessary data using Checkup Tool.
For the details on how to use Checkup Tool, refer to the separate manual.
The db file in no.4 should be collected separately without using Checkup Tool.

#	Necessary Data	Checkup Tool
1	C:\Kohyoung\MES\Config.ini	Y
2	C:\Kohyoung\NET\Config.ini	Y
3	C:\KohYoung\MES\Log\YYYYMMDD\LocalMSGYYYYMMDDHHMM.log	Y
4	C:\KohYoung\MES\MES_Server_YYYYMMDD.db	N

2.5. KSMART BRM Issue

Create the BRM report file.
When you need to promptly deliver the BRM log files to KY engineers due to the lack of time, you can collect them by using Checkup Tool since the BRM logs are included in the log files collected from Checkup Tool.
It is not necessary to collect the backup file described in no.2 unless it is requested by KY engineers.
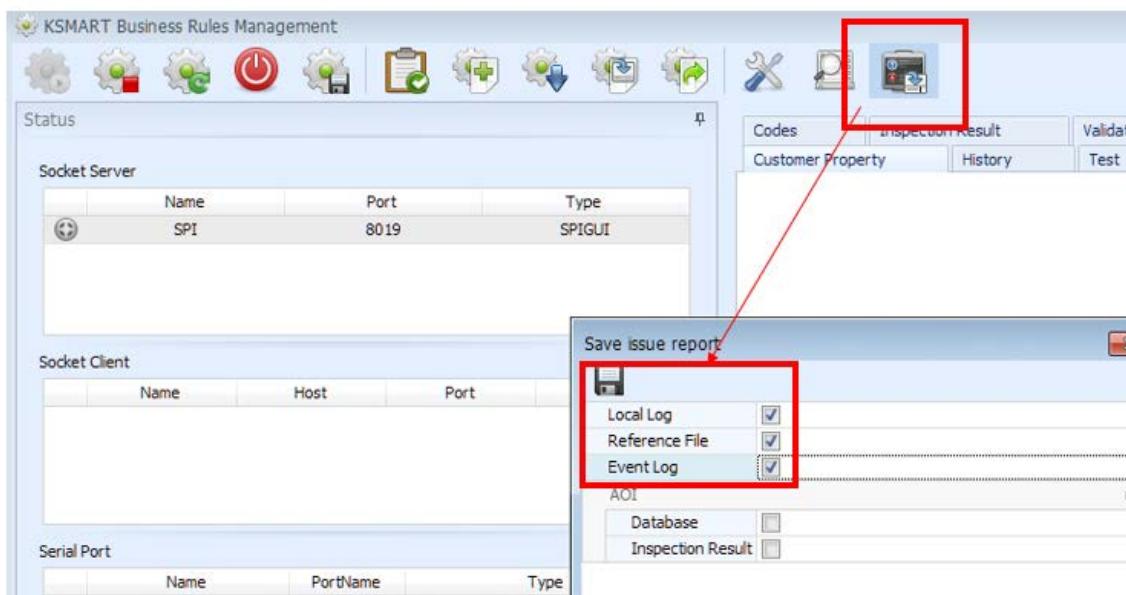
#	Necessary Data	Checkup Tool
1	BRM Report (Refer to the image below)	N
2	Weekly DB backup file (*.bak) * If requested by R&D	N

The procedures to collect the BRM logs are as follows:
1. Run BRM and enter the password. (21077421)

2. Click on the button for saving the logs and check each log item, and then save it.

2.6. Vision (Inspection) Related Issues

When you have problems related to the inspection conditions or 3D reconstruction, collect the log files described in no.1.
When you have problems related to the inspection conditions, foreign materials inspection, or FOV base, collect the log files described in no.2. For the information on how to acquire the simulation files, refer to the separate manual.
The setting file described in no.3 is created automatically when collecting no.1 and 2.
The csv file described in no.4 is required when analyzing the tact time.
The folder in no.5 is created automatically when collecting CBI files described in no.1.
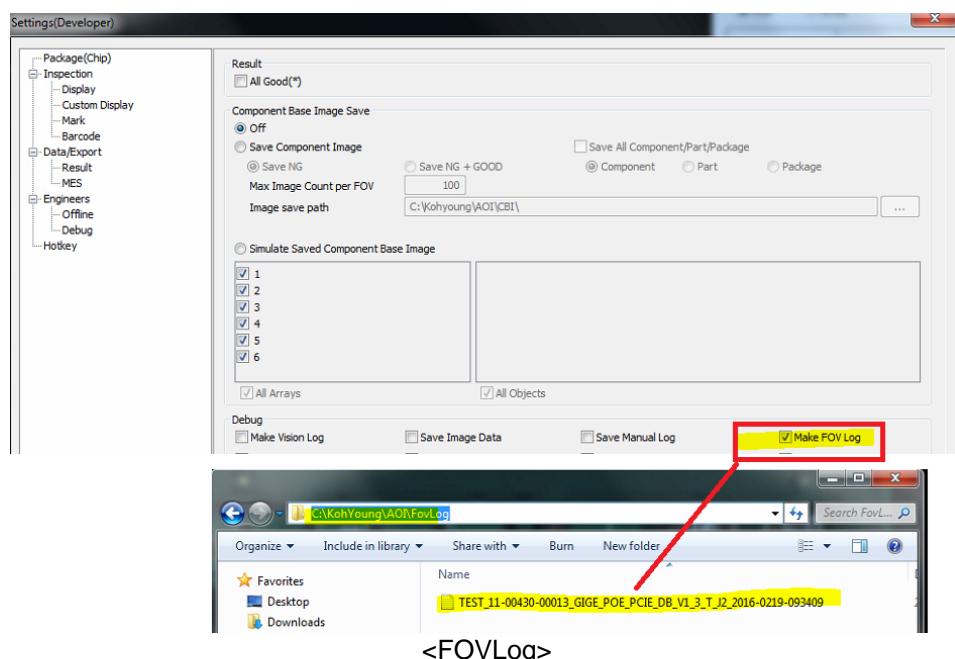
#	Necessary Data	Checkup Tool
1	CBI files (False calls, Escape case)	N
2	Simulation files *Images(FOV images, Wholebaord), Jobfile, Inspection Condition, Ref folder(C/Kohyoung/Vision/Ref), AOIGUISetup.ini	N
3	C:\Kohyoung\AOI\Vision\ini\Visionconfig.ini * Can be gathered by the Checkup tool.	Y
4	C:\KohYoung\AOI\FOV_Log.csv * For the increase in cycle time (Refer to the image below)	Y
5	C:\KohYoung\AOI\Data folder * For Oddshape, OCV/R issues	N

To collect the csv file described in no.4, you need to make settings from the options menu as below. After setting up, the logs of each PCB are saved in C:\KohYoung\AOI\FovLog.


<FOVLog>
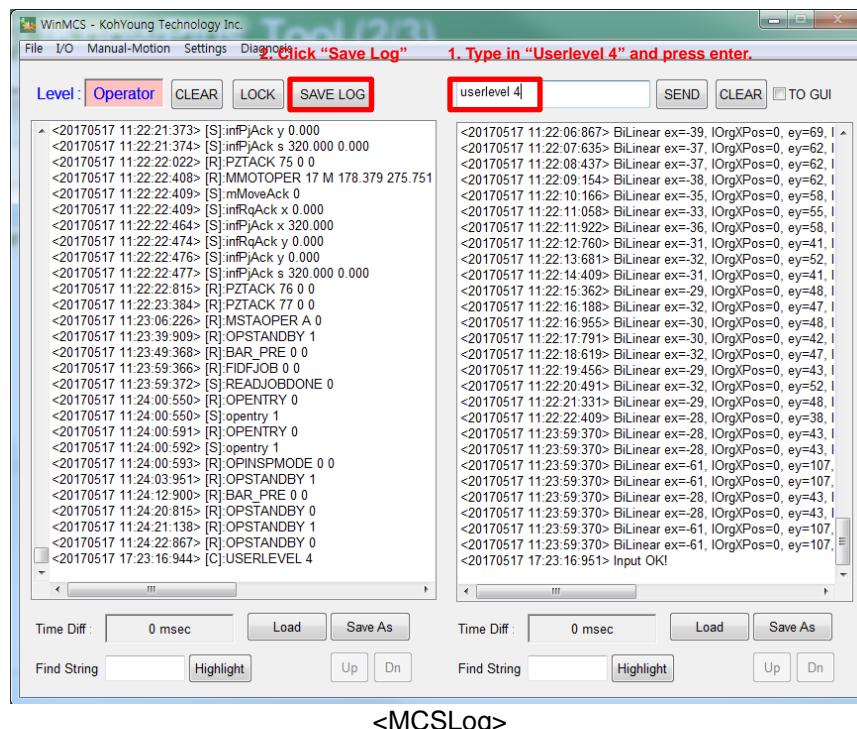
2.7. MCS Issue
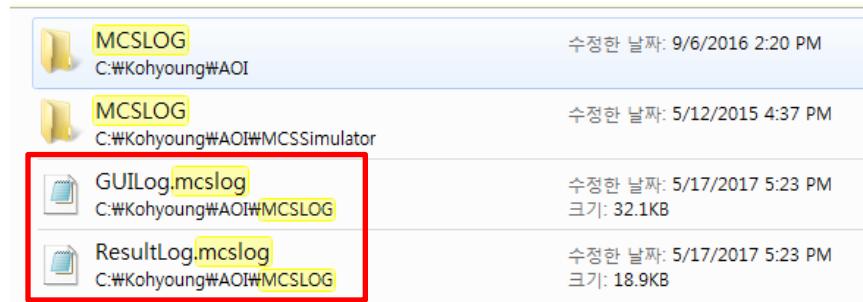
Collect the necessary data using a Checkup Tool.
Before collecting the data, change to 'UserLevel 4' and click the **Save Log** button as described in no.1.
The log files no.1 through 3 are automatically collected when you run Checkup Tool.

#	Necessary Data	Checkup Tool
1	C:\Kohyoung\AOI\GUILog.mcslog & ResultLog.mcslog * "Save log" must be done before using the Checkup tool. (Refer to the image below)	Y
2	C:\KohYoung\AOI\SST.xml	Y
3	C:\KohYoung\AOI\SST_BACKUP.xml	Y

<MCSLog>

2.8. LM2.0 Issue

The logs collected from Checkup Tool and LM
The LM logs can be collected from **Setting** > **Server Setting** in Web Manager.
Select 'ALL' to **Log** type and click the **Download** button

#	Necessary Data	Checkup Tool
1	C:\KohYoung\AOI\brinicle.log & brinicle_bak.log * Can be gathered by the Checkup tool	Y
2	Web manager > Download Web Manager Log > All (Refer to the image below)	N
3	Web manager > LM > Sync Library > Job > Select a job and click "Export" > *.pat	N
4	Jobfile folder (cache data downloaded from the server)	N
5	LM2.0 backup file (EX. lm20_backup_20160617150001) * If requested by R&D	N

<Web Manager Log>