QUICK GUIDE: TROUBLESHOOTING INFO FROM SNAP PAC SYSTEMS

Introduction

When you can't resolve an issue with your SNAP PAC system, there's some important data you can collect to help the Opto 22 Product Support team investigate the issue.

This Quick Guide lists each of the files that Product Support can use in their analysis and provides step-by-step instructions for you to collect the data.

Creating Troubleshooting Files

The files you'll collect are a combination of data files and screen captures.

NOTE: When you have the option to send either a data file or a screen capture, always send the data file. Data files often provide more information than a simple screen capture.

PAC Project software can automatically create some of the files.

For the others, you'll need to either:

- Use PAC Project software to generate the data, and then copy and paste it into a text or spreadsheet program such as Microsoft® Word or Excel.
- Take a screen capture of the specified dialog box, and then paste the image into a graphics program such as Microsoft® Paint or Adobe® Photoshop.

   NOTE: To take a screen capture of a dialog box, click the dialog box to select it, and then press ALT+PRT SCR. This avoids capturing your entire desktop in the image.

File Checklist

Collect these files:

- PAC Control controller status information (screen capture, page 2)
- PAC Control message queue information (file, page 2)
- PAC Control version (screen capture, page 2)
- PAC Control strategy archive (zipped file, page 3)
- If you use PAC Display:
   - PAC Display version (screen capture, page 3)
   - PAC Display project archive (zipped file, page 3)
   - PAC Display Event Log (log file, page 3)
- PAC Manager Status Read Information (text file, page 4)
- Computer system information (screen capture, page 5)
- Ethernet card IP addresses and subnet masks (screen capture, page 5)
- Rack voltage measurements (page 6)

TIP: In Windows Explorer, create a new folder where you can save the files you collect. This will simplify finding them when you're ready to send them to Product Support.

PAC Control Controller Status Information

1. Open PAC Terminal, and then double-click your controller to inspect it.
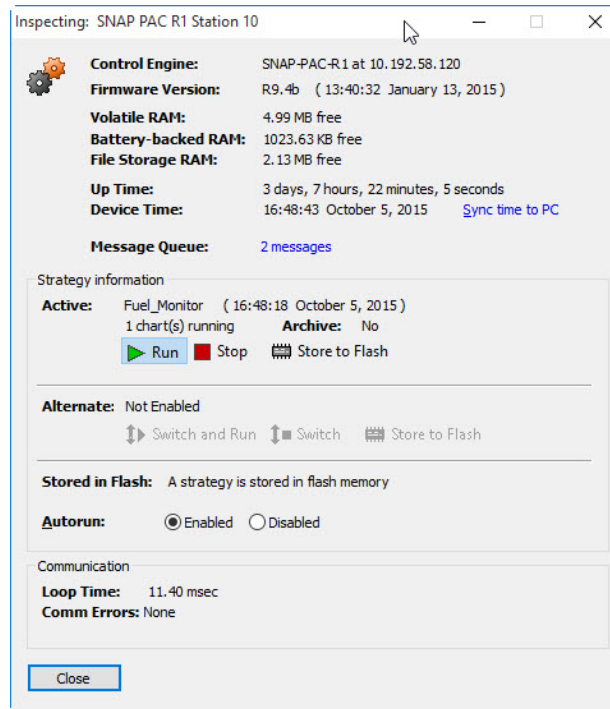
2. Click the dialog box to select it, and then press *ALT+PRT SCR* to take a screen capture.
3. Paste the screen capture into a document or graphics program, and then save the file.

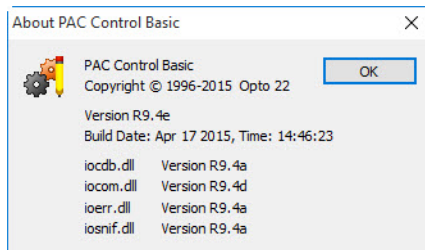## PAC Control Message Queue Information

1. In PAC Terminal, select your controller.
2. From the View menu, choose Messages.
3. In the View Message Queue dialog box, click Copy All.
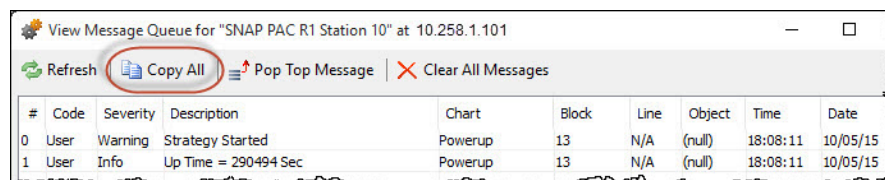
4. Paste the information into a document or spreadsheet program, and then save the file.

PAC Control Version

1. Open PAC Control.
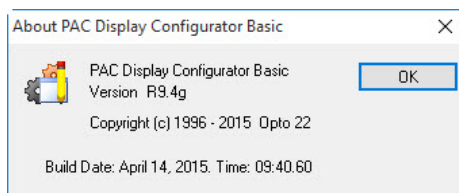2. From the Help menu, choose About.

3. Click the dialog box to select it, and then press *ALT+PRT SCR* to take a screen capture.
4. Paste the screen capture into a document or graphics program, and then save the file.

PAC Control Strategy Archive

1. In PAC Control (Configure mode), choose File > Archive Strategy.
2. PAC Control creates a zip file and prompts you to open the file location.
Click Yes to open the archive folder in Windows Explorer.
3. Click the Date modified column to sort the files by date, and then choose the most recent file.

PAC Display Project Version

1. Open PAC Display Configurator.
2. From the Help menu, choose About.

3. Click the dialog box to select it, and then press *ALT+PRT SCR* to take a screen capture.
4. Paste the screen capture into a document or graphics program, and then save the file.

PAC Display Project Archive

1. In PAC Display Configurator, open the project, and then choose File > Archive Project.
2. PAC Display creates a zip file and prompts you to open the file location.
Click Yes to open the archive folder in Windows Explorer.
3. Click the Date modified column to sort the files by date, and then choose the most recent file.

PAC Display Event Log

1. Open Windows Explorer, and then open the folder that contains the project.
2. In the project's folder, create a subfolder named Event Log Files.
3. In PAC Display Configurator, choose Configure > Event Log.
4. In the Event Log Configuration dialog box:
    a. Check Enabled.
    b. Click File Setup.
5. In the Event Log File Configuration dialog box:
    a. In the Directory Path field, browse to the Event Log Files subfolder and select it.
    b. Set the Lines Buffered to 0 (zero).
    c. Set the Number of Files to Retain to a number between 30 and 99.


6. Click OK to save your settings and close the dialog box, and then click OK again to close the Event Log Configuration dialog box.
7. While your project is running, try to reproduce the issue.

    During runtime, PAC Display will create Event Log files and store them in the project's Event Log Files subfolder.

    NOTE: Event log files have a file extension of .msg. This is the same file extension that Outlook uses for email messages. If you use Outlook and you try to view an event log file, Windows® may attempt to open it with Outlook.

    To view an event log file, right-click the file. From the pop-up menu, choose Open with. Then, from the list of programs, choose a text editor program such as Word or Notepad.

PAC Manager Status Read Information

1. Open PAC Manager.
2. In the Tools menu, choose Inspect.
3. In the Device Name field, type the Unit's IP address or name, and then click Status Read.
4. Right-click the Status Read pane, and then click Select All.
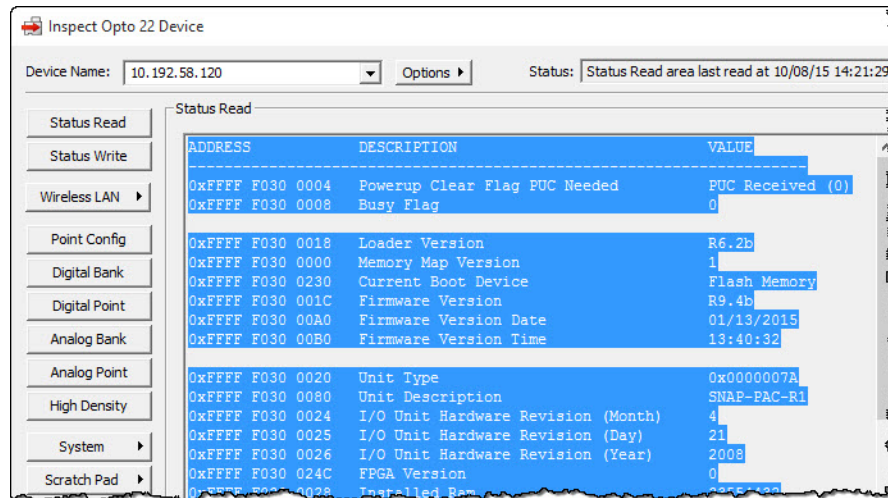
5. Right-click the pane again, and then click Copy.
6. Paste the information into a document or spreadsheet program, and then save the file.

Computer System Information

1. Right-click your My Computer icon and select Properties
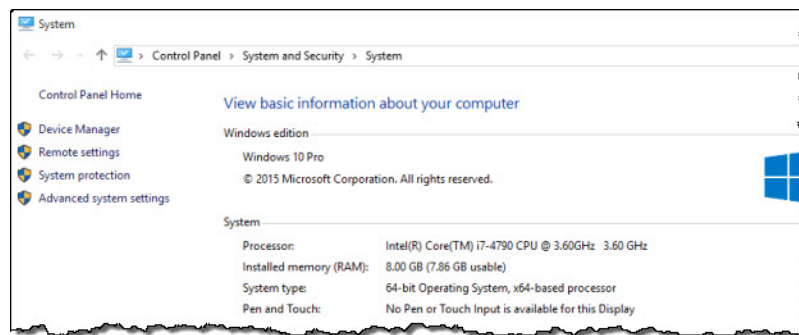
2. Click the dialog box to select it, and then press *ALT+PRT SCR* to take a screen capture.
3. Paste the screen capture into a document or graphics program, and then save the file.

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## Ethernet Card IP Addresses and Subnet Masks

1. Open a Windows Command Prompt.

2. Type `ipconfig /all` *and then press Enter.*
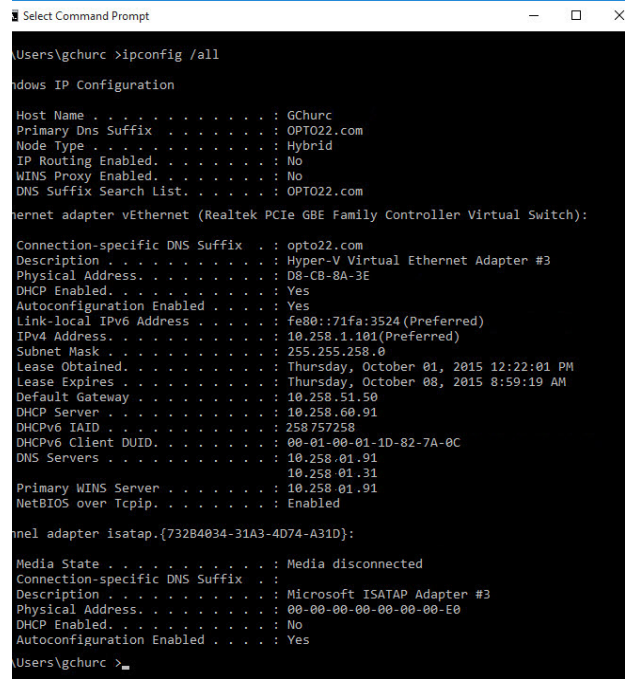
3. Click the dialog box to select it, and then press *ALT+PRT SCR* to take a screen capture.

4. Paste the screen capture into a document or graphics program, and then save the file.

Rack-mounted Brain Voltage Measurements

1. On each mounting rack, measure and record the voltage (to the nearest hundredth) from the "–" terminal to the furthest end of D2.
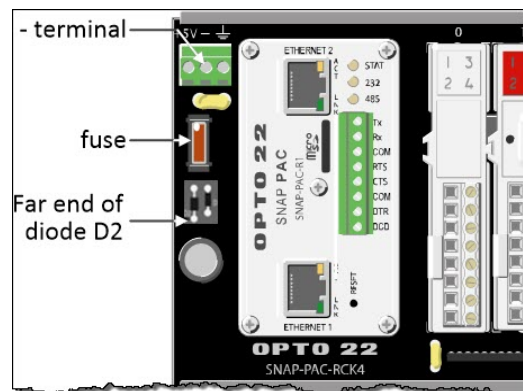
2. Type the information into a document or spreadsheet program, and then save the file.

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Sending the Information to Opto 22 Product Support

Opto 22 product support is FREE. You can contact Opto 22 Product Support at 951-695-3080 or toll-free (in the U.S. and Canada) at 800-835-6786.

If it's the first time you're contacting Opto 22 about an issue, you can send the files with a description of the issue to support@opto22.com.

If you're already working with a Product Support engineer, send the files to the email address the engineer gave you.

If you can't send all the files in one email (for example, if the total file size exceeds the limits for your email server), simply send the files in separate emails.

Product Support will assign a *Reference number to the issue and send you the number.*

Remember to include the Reference number in all correspondence about the issue.