

E SERVICE TOOL

1. bizhub PRESS C7000/C7000P/C6000

1.9 Acquisition of the controller log

1.9.1 Outline

When there occurs an abnormal condition with respect to the image controller, acquisition of the controller log allows you to expect a location where an error has occurred.

USB memory is used for this acquisition. There are the following two procedures for log acquisition: "Controller defective log" and "Controller capture."

(1) Acquisition of the controller defective log

It is possible to collect log data in the USB memory just before a defective condition occurs.

Used when no defective condition recurs or it occurs less frequently.

Note

- The acquisition of print data is restricted only to 10 jobs just before the USB memory is inserted with [Spool setting] set to [Enable].

(2) Acquisition of the controller capture

Jobs can be collected after the USB memory is connected. This is used when a defective condition can be reproduced easily.

1.9.2 Preparation

(1) USB memory

- USB memory with a form (thin) that can be connected to the service port (Serial TypeA) provided on the IC system control board (SCB), or USB memory provided with an extension cable when a direct connection is not available due to its form.
- USB memory that has been formatted in FAT or FAT 32 form.
- USB memory with a capacity larger than 64 Mbyte, when used for the acquisition of defective log.
- When used for capture acquisition, the larger the capacity of the USB memory, the greater the number of data that can be obtained. (The number of data that can be obtained depends on the print size of the original and the capacity of the USB memory.)

(2) Key files for log acquisition

- Key file for acquisition of the defective log of the controller: showallog
- Key file for acquisition of the controller capture: getcapture

Note

- Obtain a key file from KMBT.
- Be sure to store only one of "showallog" or "getcapture" key file in the USB memory.
If both of the key files are stored in the USB memory, the defective log/capture is not acquired properly.

(3) Setting of the controller

Make settings of [MACHINE]-[Controller]-[05 Spool Print Jobs in HDD before RIP] --> "Enable" on the operation panel of the main body. When the spool setting is changed, be sure to turn off and on the main power switch (SW1).

1.9.3 Procedure for acquisition

(1) Procedure of acquisition of the controller defective log

1. Store the key file for acquisition of the controller defective log (showallog) in the USB memory with empty space.

Note

- A key file cannot be created. So, be sure to obtain one from KMBT.

2. Connect the USB memory to the service port (Serial Type A) provided on the IC system control board (SCB).
3. Wait until the "Machine condition" key or "Controller setting" key of the panel display stops blinking.

Also, wait until the access lamp of the USB memory stops flashing.

The data acquisition normally completes in about 15 seconds after the lamp stops flashing.

Note

- While the defective log is being collected, "Machine condition" key or "Controller setting" key normally keeps blinking, but it does not blink when there is a communication error between the controller and the main body.
- When there occurs a communication error, check the access lamp of the USB memory.

4. Check to see if the name of a log file obtained is shown in the upper left section of the screen when the following buttons are pressed down on the operation panel: [Service Mode]-[Controller Setting]-[99 log file]. (IPLog_yyyymmdd_hhmmss.log)

Note

- You cannot check when there occurs a communication error between the controller and the main body.

5. Disconnect the USB memory to the service port (Serial Type A) provided on the IC system control board (SCB).
6. Check to see if there is an IPLog_yyyymmddhhmmss.log file obtained on the day in the USB memory, and then copy all the files stored to the PC.

Files to be obtained

IPLog_yyyymmddhhmmss.log: Controller log

XXXXX.spl: Print data

Note

- Several files other than the above are stored depending on the condition.
- Be sure to turn the main power switch (SW1) OFF and ON after removing the USB memory from the service port.
If it is not turned OFF and ON, there will be no guarantee for its proper operation after the log acquisition is completed.

7. Compress the files copied to the PC to send to KMBT.

(2) Procedure of acquisition of the controller capture

1. Obtain a key file for acquisition of controller capture from KMBT.
Create a key file in the other way. (A key file can be created from a Notepad.)

*Key file format: The <> section is edited.

HDDorUSB,<type>	<type>=USB: Saved in the USB memory inserted.
MIO,<switch>,<count>	<switch>=ON: Obtained <switch>=OFF: Not obtained <count>=1 to ∞: Number of files obtained (Overwritten with a number specified and deleted in the order of the older files when out of memory.)
NET,<switch>,<count>	Same as above
PDL,<switch>,<count>	Same as above

*MIO: Data received from the network

*NET: Data analyzed with PrintJobAnalyzer

*PDL: Data analyzed with PJLParser

Example)

HDDorUSB, USB

MIO, ON, 30 (In the case of collecting 30)

2. Copy a key file for acquisition of an edited controller capture (getcapture) in the USB memory with empty space.
3. Connect the USB memory to the service port (Serial Type A) provided on the IC system control board (SCB).
4. About after waiting for 20 seconds, check to see if the access lamp of the USB memory stops flashing.
5. Continue printing until there occurs any problems you want to obtain.

Note

- Print speed gets slower than usual according to the contents of acquisition (or the contents of the key file).

6. Check to see if the access lamp of the USB memory stops flashing, and then remove the USB memory from the service port (Serial Type A) provided on the IC system control board (SCB).
7. Check to see if there are files obtained on the day in the USB memory, and then copy all the files stored to the PC.

Files to be obtained with switch=ON

· MIO_YYYYMMDD_hhmmss.txt

· NET_YYYYMMDD_hhmmss.txt

· PDL_YYYYMMDD_hhmmss.txt

8. Compress the files copied to the PC to send to KMBT.