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System/Product	Atlas
Model/Module	All
Subject Type	All
Subject Version	All
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Customer Technical Note – Obtaining Support Logs

1 Summary

This document will show you what data files are useful for support issues regarding the atlas and where they can be found.

2 Data Files

2.1 Obtaining Logs From The Atlas Base

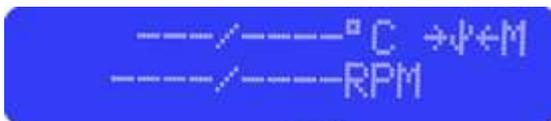
1. Make sure the atlas base is switched on and showing the idle screen.



2. Insert the USB key into the atlas base. The USB symbol will appear on the atlas display.



3. Highlight the USB symbol and press the dial to enter the menu.



4. Rotate the dial and select the first item in the menu. Press the dial.



5. Press the dial again to return to the USB menu. Next select item 3 'Copy Sys Logs'.



6. Select item two in the menu and press the dial to safely remove the USB key from the Atlas base.



2.2 Viewing Logs From The Atlas Base

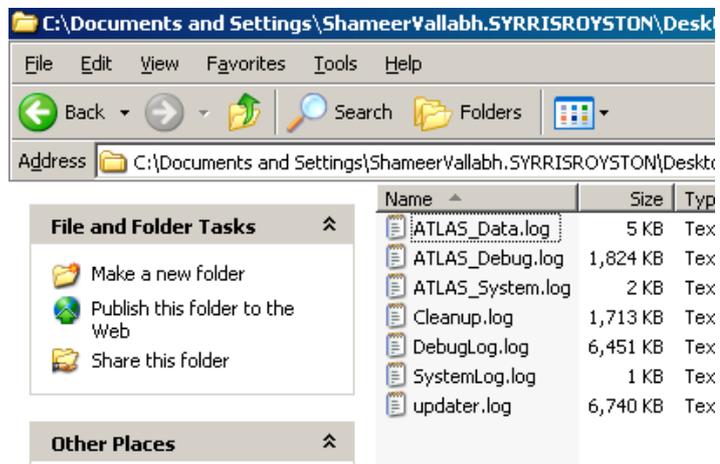
On the USB Key, there will now be a folder/directory called 'Logs'. This folder is created by the atlas base when the above exercises is carried out. If there is already a folder called 'Logs', the atlas base will put the logs into folders with time and date stamps as their names.



The date/time stamps are to be read from right to left. So in the example on the left, the highlighted folder is the most recent with a date/time stamp of 15:53 on the 17th of March 2008.

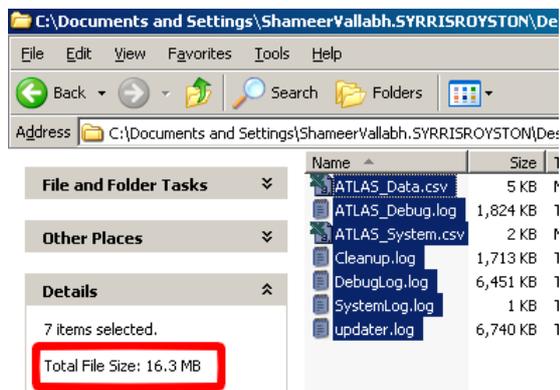
All log files copied over on to the USB key will have the extension *.log.

The extensions of the following files need to be renamed for you to be able to view them correctly. The *.log extensions for **ATLAS_Data.log** and **ATLAS_System.log** needs to be changed to *.csv. This will allow it to be opened in Microsoft Excel for viewing.



The remaining files can be viewed in Microsoft Word and contains detailed information about the atlas base operating system and any connected hardware.

- For Syrris to form a detailed picture of an atlas base’s performance and functionality, all files need to be emailed to Syrris Support.
- The combined file size of these files may be too big to attach to a single email.



To send these files to Syrris Support, zip them up before emailing. If you are unsure about how to do this, contact Support@Syrris.com and further information will be provided.

2.3 Obtaining Logs From The Atlas Software

The experiment file and the data file from Atlas software can provide a wealth of information during a support issue. A lot of software support issues can usually be traced down to user error (Incorrect apparatus setup or incorrect recipe). But when the issue is more serious in nature, additional log files can help Syrris Support quickly diagnose and troubleshoot a problem.

Basic

In the atlas software, simply opening the experiment file will not only load the apparatus setup but the recipe being used as well.

1. Start the atlas software and open the experiment file in question
2. Examine all connected hardware and port allocations (another common user error).
3. Check for hardware that is present in the apparatus screen but not used in the recipe.
4. Check the recipe. Make sure that there is nothing wrong with the recipe (set points, hardware being used, etc).

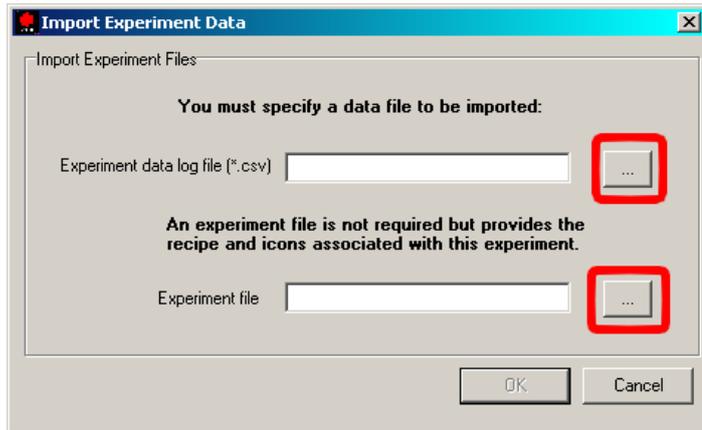
Intermediate

The ‘Analysis’ section of the Atlas software can also be very useful in diagnosing an issue. It combines the information from and experiment file with a data file to show you clearly why something has gone wrong.

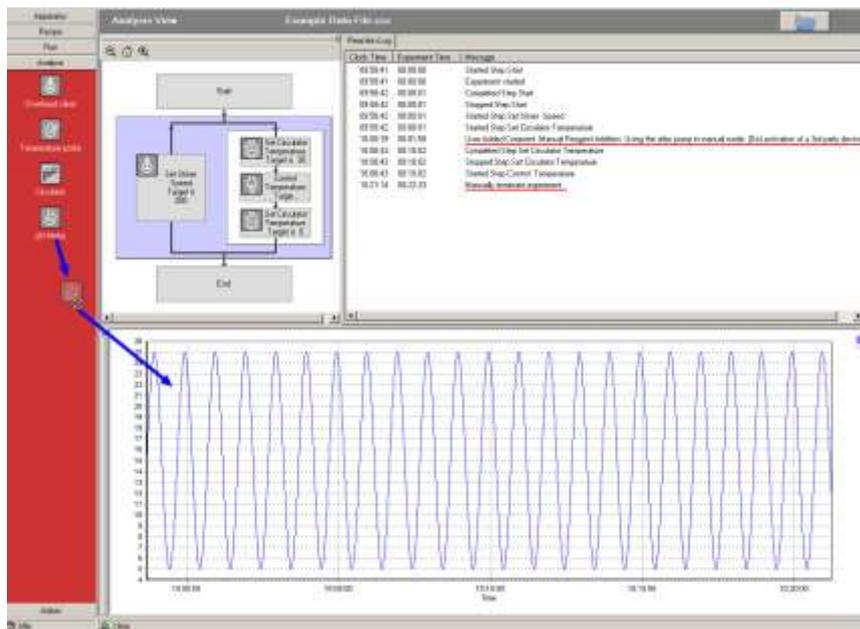
1. Click on the ‘Analysis’ Tab in the atlas software and click the  button located to the top right of the window.

- Click on the buttons with three dots (shown in the picture on the right) to select the data file and the experiment file to load.

Note: In the open dialogue box, be mindful of the directory you are viewing. I.E. When you open the experiment file, the atlas software may start by looking in the 'Logs' folder. You may need to navigate to the 'Experiments' folder.



- Depending on how large the data files are, the atlas software will load the relevant data. Be patient and it will load.
- Once loaded, the Analysis window will behave much like the 'Run' window allowing you to drag and drop sensor data.



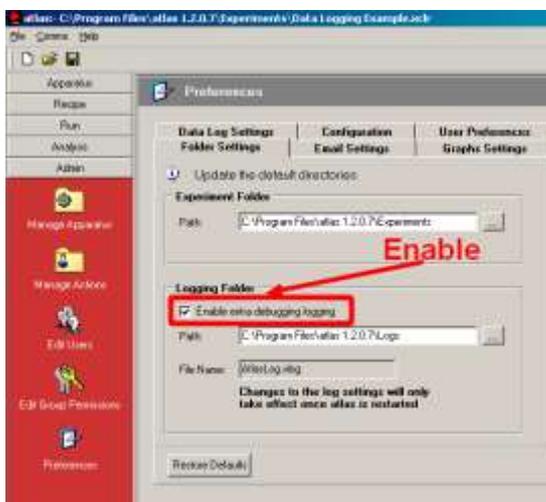
The loaded data will also display the 'Reaction Log'. Any error messages and reasons for recipe termination will be in here with a data/time stamp that can be correlated to specific steps in a recipe.

Advanced

By switching on certain features in the Atlas software 'Admin' section, additional log files will be created during an experiment that provided a deeper level of information.

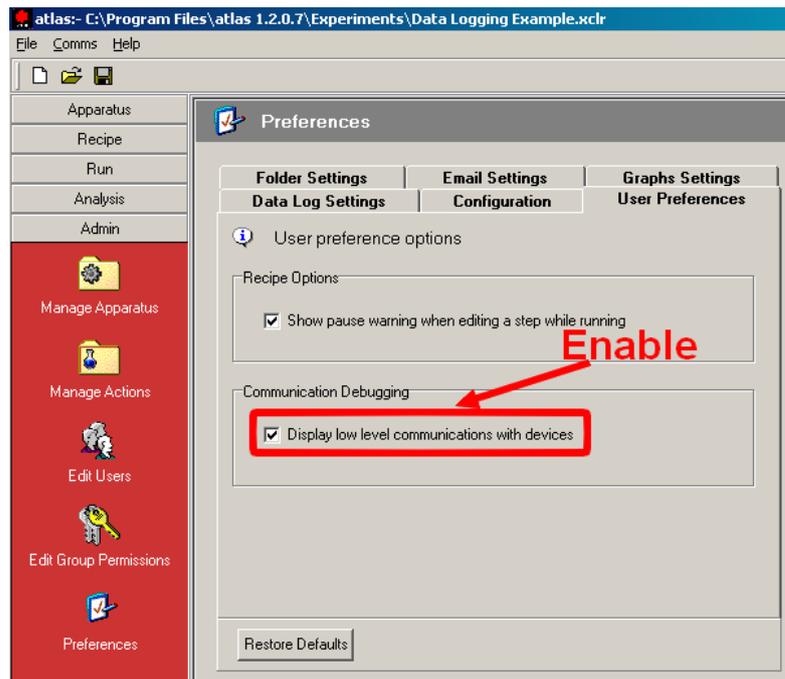


1. In the 'Admin' section of the Atlas software, select **Preferences** at the bottom of the list of the left.
2. In the 'Folder Settings' tab, make sure the 'Enable extra debugging logging' box is ticked.

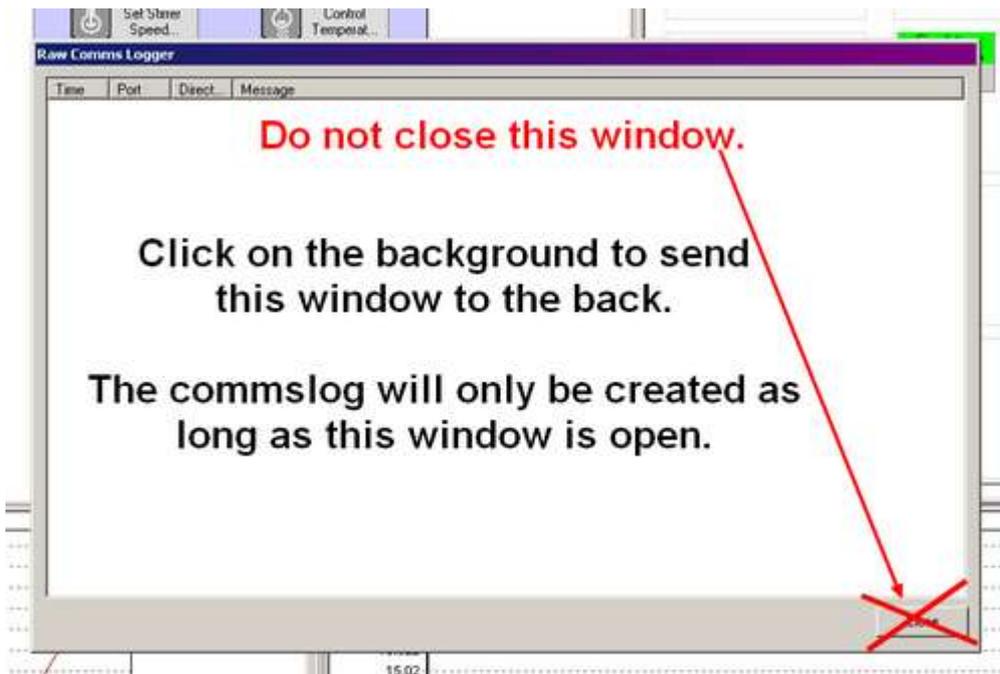


Ideally, this box is ticked by the person carrying out the installation and the path is set to a separate folder that can be called 'Debug Logs'. Enabling this function does not effect the visual and actual performance of the atlas software.

3. Enabling this feature will create a file called AtlasLog.xlog (default location is the 'Logs' folder). This file can provide the Syrris software team with information about the atlas software stability.
4. In the 'User Preferences' tab, tick the box marked 'Display low level communications with devices'.



Activating this function will bring up a window automatically whenever a recipe is run. This window shows the low-level comms taking place between the atlas software and the hardware. Although it doesn't effect any function of the atlas software, it must remain open. It can be minimised but please **do NOT close this window**. Again, ideally, this would be activated when the system is installed, but it depends on whether the customer minds the Comms logging window.



5. Once these features have been activated, two additional file will be generated whilst running a recipe. Email these files along with the experiment and data files to Support@Syrris.com for further analysis.

