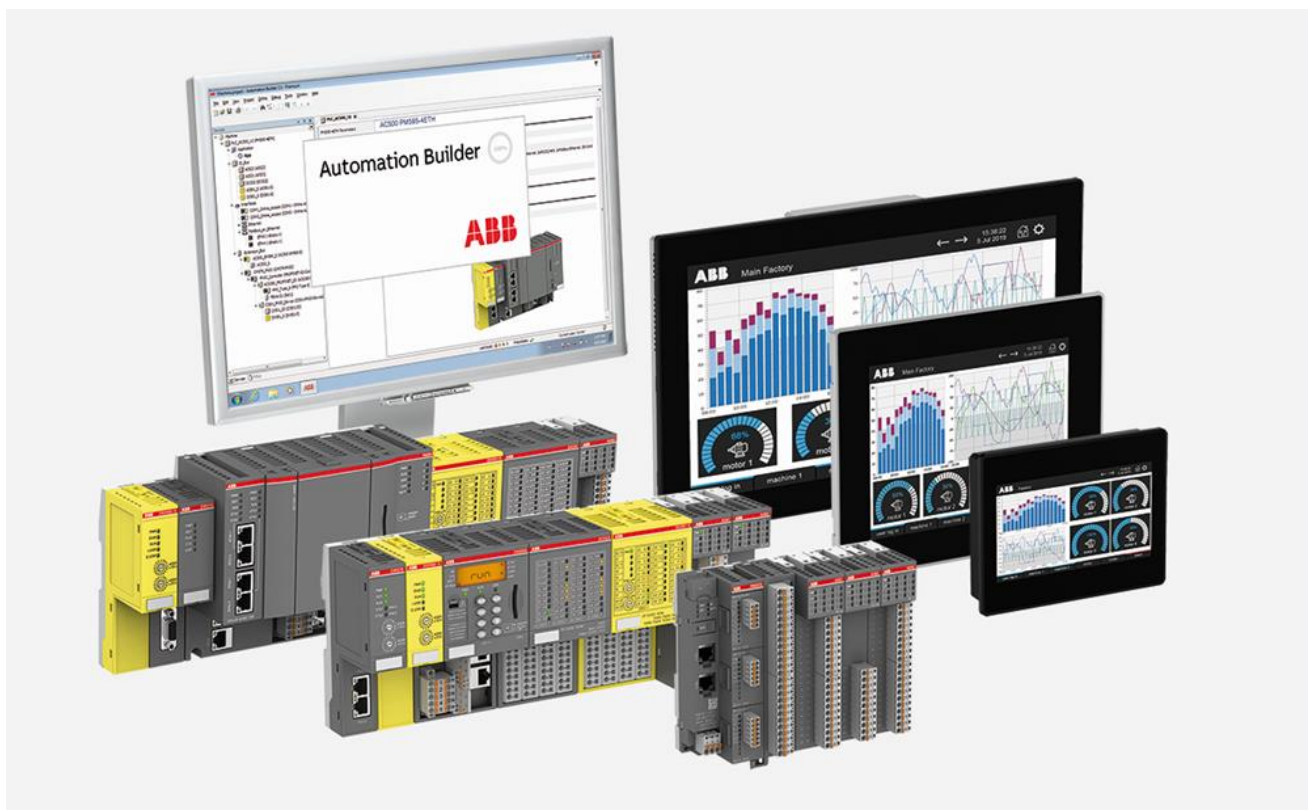


APPLICATION NOTE

AC500 V3 AND AUTOMATION BUILDER HOW TO GET LOG INFORMATION



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1 Introduction

1.1 Scope of the document

This document shows how to get the correct log files depending on the product. Also, it's always required to have the project files and firmware/software version for the used products.

1.2 Compatibility

The application note explained in this document has been used with the below engineering system versions. They should also work with other versions, nevertheless some small adaptations may be necessary, for future versions.

- Automation Builder
- License Manager (CodeMeter)
- AC500 V3 PLC
- Panel Builder

2 Get Log files



CAUTION!

Please always send the project for Automation Builder or Panel Builder, also in addition we need the firmware versions and log files. How to get the correct log files can be read in the below chapters.

It's always helpful if you are able to reproduce the issue.



Note:

If the project contains third party device description or user defined libraries, either a complete archive of the Automation Builder project or the corresponding files are required.

2.1 Automation Builder

If there are some issues with Automation Builder, please always provide the following log files together with your project, and firmware information's.

Log files are stored here:

Automation Builder Version 2.5 and below:

%USERPROFILE%\Documents\AutomationBuilder\Logs

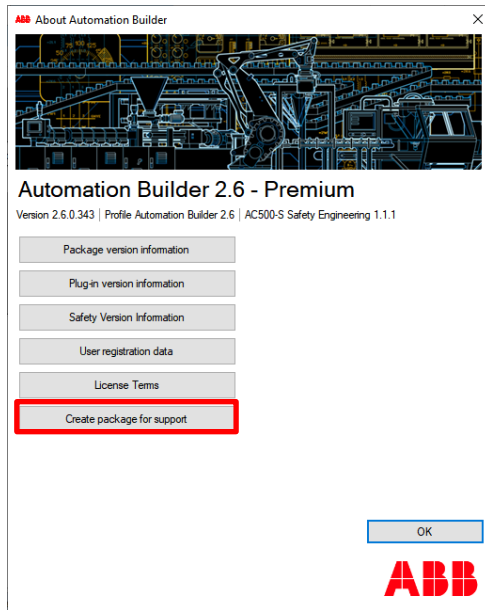
Automation Builder Version 2.6 and above:

%USERPROFILE%\Documents\AutomationBuilder <version>\Logs

Please always provide the whole folder. Best method is to zip this folder and send it to us.

When you are able to start Automation Builder, you can also create a Support Package which contains all necessary information's.

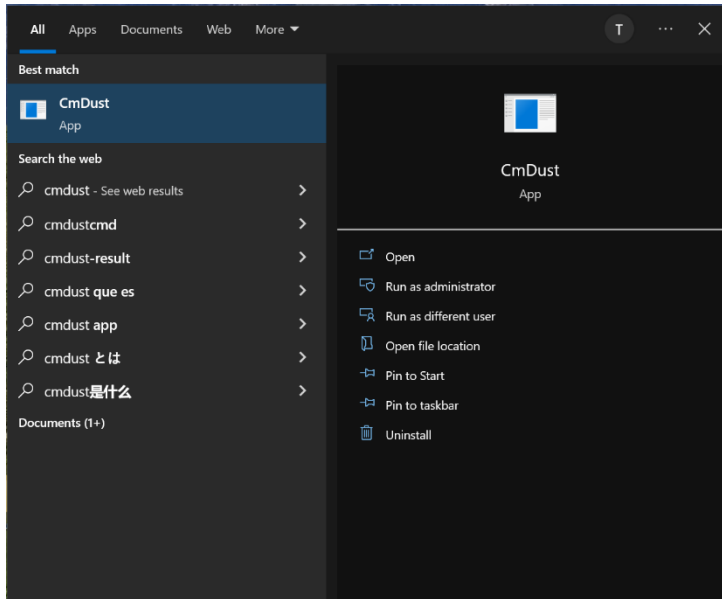
1. Open Automation Builder
2. Navigate to **Help → About**
3. Select **“Create package for Support”**



4. Follow the instructions and save the package on your computer before sending it over to us.

2.2 License (CodeMeter)

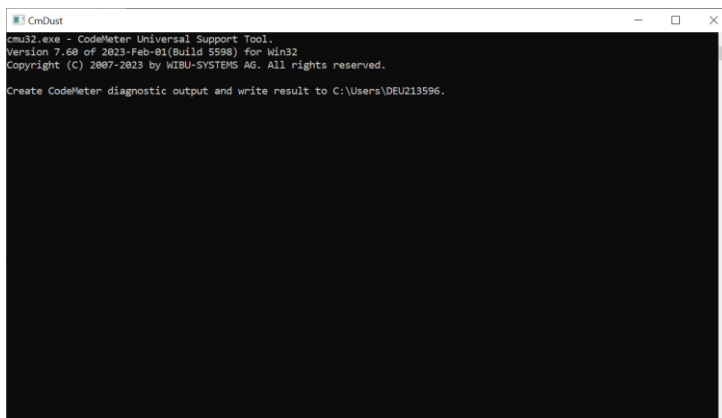
If there are some issues with you license or CodeMeter, please provide us the cmdust file. This can be created by insert “**CmDust**” in the Search bar of your windows.



The file shortcut is also located here:

C:\ProgramData\Microsoft\Windows\Start Menu\Programs\CodeMeter\Tools\CmDust

Once executes the “**CmDust**” application, a new window will be shown:



The result “**CmDust-Result.log**” will be saved in the folder mentioned in the above screenshot.

Please send in addition to this file also the 5x5 license number you try to activate or deactivate.

2.3 AC500 V3

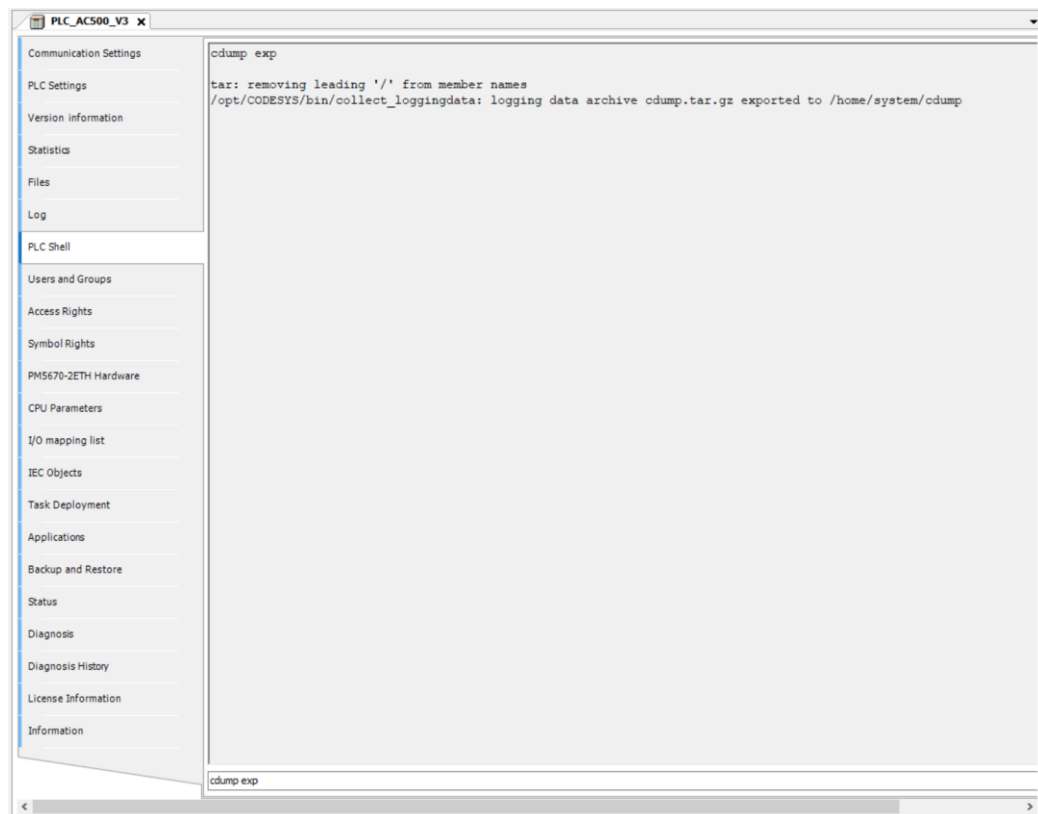
If there are some issues with the AC500 V3 or AC500 V3-eCo PLC. There are two ways to get so called cdump information's from the PLC.

When the PLC crashes and login is impossible:

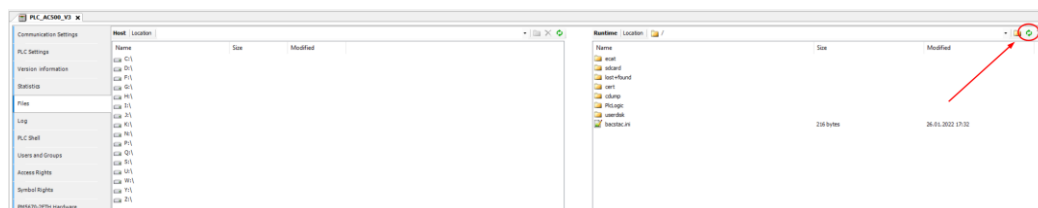
1. Use an empty SD card, create a file with the name "**export_cdump**" in the root folder. Be sure the file has no hidden extension like *.txt.
2. Insert the SD card to the PLC when the issue is visible
3. Wait a few minutes
4. Unplug the SD card and send us all files located on the SD card

When the PLC has NOT crashed and login is possible:

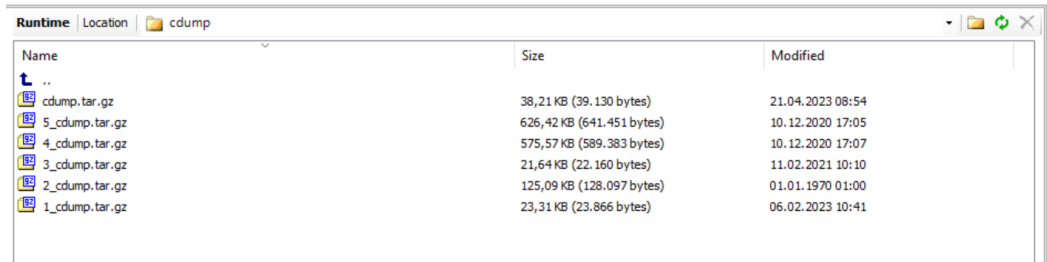
1. Login to the PLC
2. Navigate to the **PLC Shell** tab
3. Insert "**cdump exp**" and push enter
4. The PLC Shell window shows some information



5. Navigate to the **Files** tab
6. Refresh the view with the green icon



7. Navigate to the "cdump" folder



Name	Size	Modified
..		
cdump.tar.gz	38,21 KB (39.130 bytes)	21.04.2023 08:54
5_cdump.tar.gz	626,42 KB (641.451 bytes)	10.12.2020 17:05
4_cdump.tar.gz	575,57 KB (589.383 bytes)	10.12.2020 17:07
3_cdump.tar.gz	21,64 KB (22.160 bytes)	11.02.2021 10:10
2_cdump.tar.gz	125,09 KB (128.097 bytes)	01.01.1970 01:00
1_cdump.tar.gz	23,31 KB (23.866 bytes)	06.02.2023 10:41

8. Copy all files to your hard disk

9. Send the files to us

2.4 Panel Builder

If there are some issues with Panel Builder or the runtime.

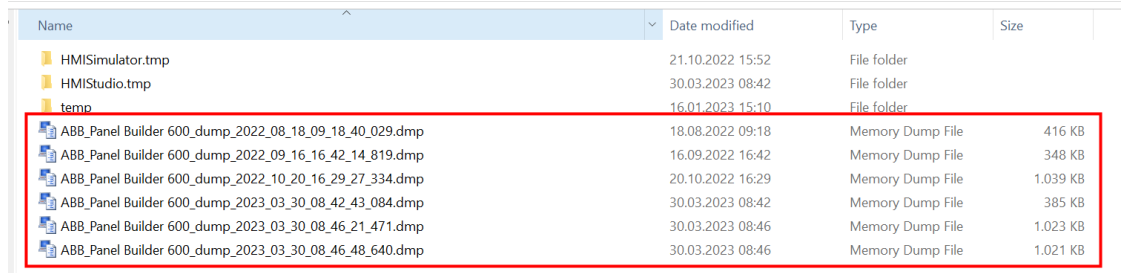
Panel Builder:

For PB crashes, the logs are stored into:

%USERPROFILE%\AppData\Local\Temp\HMISStudio.tmp

with the dmp file extension and they are registered as windows events.

U213596 > AppData > Local > Temp > HMISStudio.tmp



Name	Date modified	Type	Size
HMISimulator.tmp	21.10.2022 15:52	File folder	
HMISStudio.tmp	30.03.2023 08:42	File folder	
temp	16.01.2023 15:10	File folder	
ABB_Panel Builder 600_dump_2022_08_18_09_18_40_029.dmp	18.08.2022 09:18	Memory Dump File	416 KB
ABB_Panel Builder 600_dump_2022_09_16_16_42_14_819.dmp	16.09.2022 16:42	Memory Dump File	348 KB
ABB_Panel Builder 600_dump_2022_10_20_16_29_27_334.dmp	20.10.2022 16:29	Memory Dump File	1.039 KB
ABB_Panel Builder 600_dump_2023_03_30_08_42_43_084.dmp	30.03.2023 08:42	Memory Dump File	385 KB
ABB_Panel Builder 600_dump_2023_03_30_08_46_21_471.dmp	30.03.2023 08:46	Memory Dump File	1.023 KB
ABB_Panel Builder 600_dump_2023_03_30_08_46_48_640.dmp	30.03.2023 08:46	Memory Dump File	1.021 KB

Runtime:

It is possible to get log files from the Panel inside the runtime. Please check the following application note how to catch this files: [Application Note](#)



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