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 your license or CodeMeter, please provide us the cmdust file. This can be created by inserting "CmDust" in the Search bar of your Windows.

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

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\HMIStudio.tmp

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

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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