

TECH NOTE :: QuantumX / catmanAP System Diagnosis

Version: 2015-01-30

Author: Christof Salcher, Product Manager Test & Measurement, HBM Germany

Status: public

Abstract

This TECH NOTE describes how to get some system information and log files when working with QuantumX and QuantumX Assistant or catmanEASY / AP.

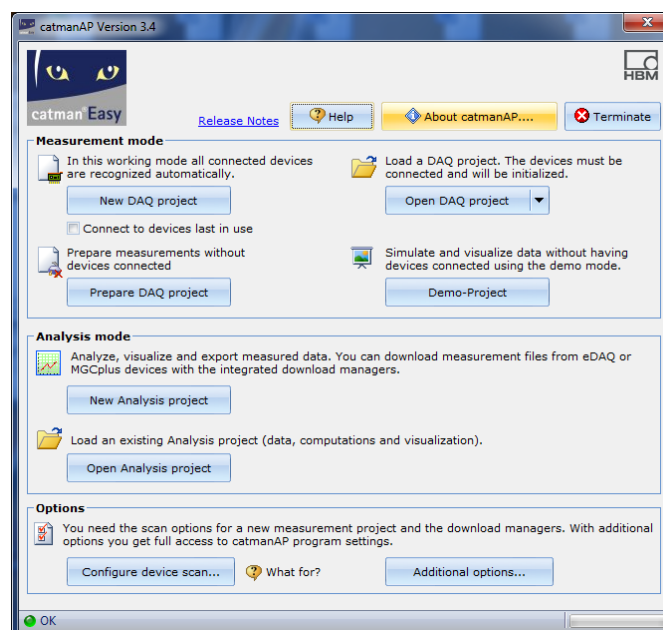
Intro

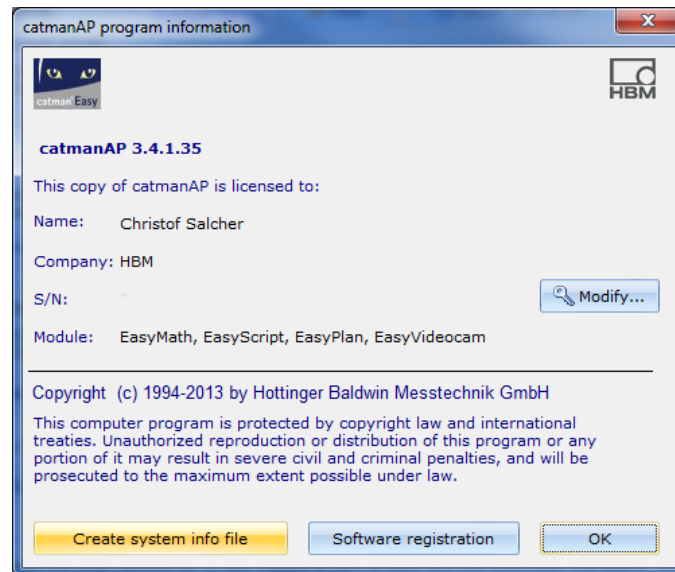
QuantumX is a fully distributable DAQ solution and you can build up a complex system topology or network combining many modules with inputs and output and communication busses using FireWire, Ethernet, CANbus, USB.

In case you use catmanAP you work with several parameterization files, different layouts, scripts and so forth. In case you get “fault or warning messages” from catmanAP you can also check and analyse your complete system configuration yourself - which consist of PC, communication adapter, QuantumX modules, etc. and generate status and log files. You can also send these files to HBM support so that we are able to optimize the overall situation or give you helpful tips to improve the overall situation.

Activate Status and Log Files

Start catmanAP -> click on “About catmanAP” and Create system info file:

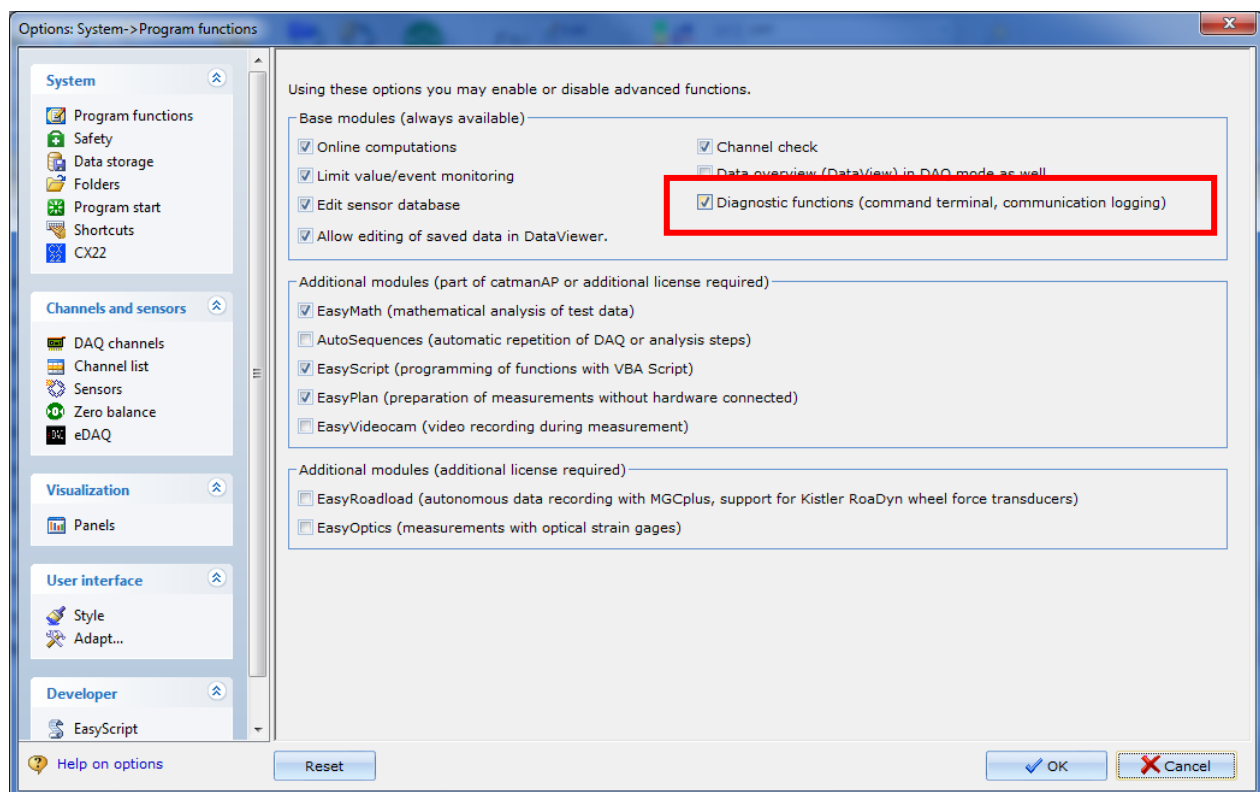




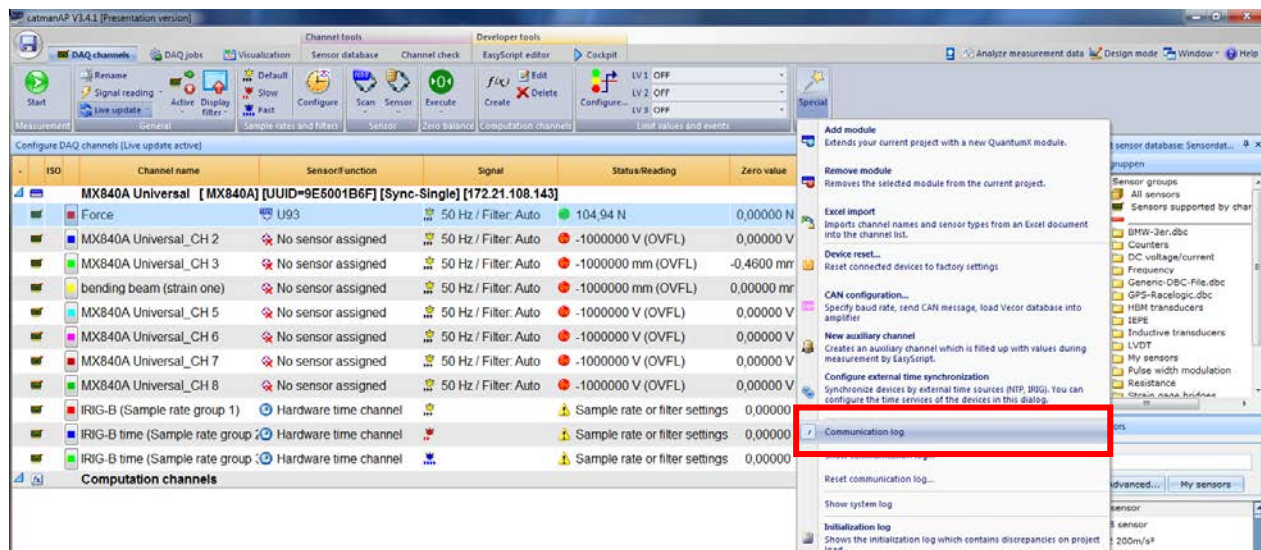
Please save the file to your desktop as **CATMAN_SYSINFO.txt**.

The file shows us: catman version, license, operating system and some registry entries.

Apart from this static information **Online Diagnosis** is helpful to understand operation or communication activities. For this purpose please start catmanAP, open up the **Options** dialogue and **activate Diagnostic functions**:

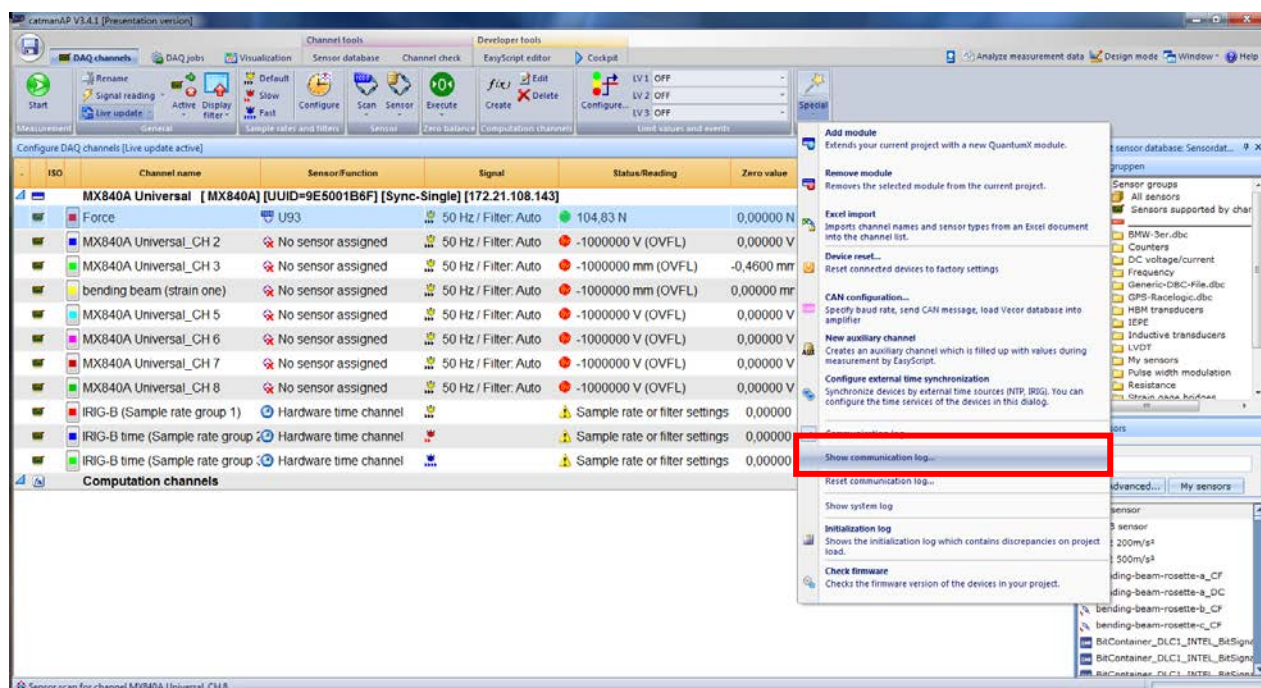


Close the dialogue and go back to DAQ channel tab -> Special -> and **activate “Communication log”**:



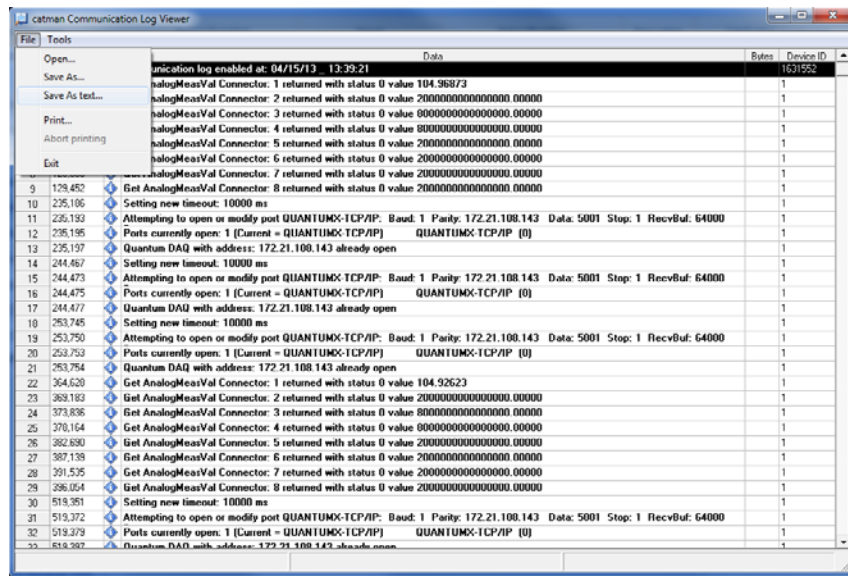
Read in your project and try to reproduce the faulty behaviour or fault message. Screenshots are helpful.

Please go back to DAQ channel tab -> Special -> and **“Show communication log ...”**:




The Communication log file appears:

Please save the file to your desktop as **CATMAN_COM-LOG-INFO.txt**

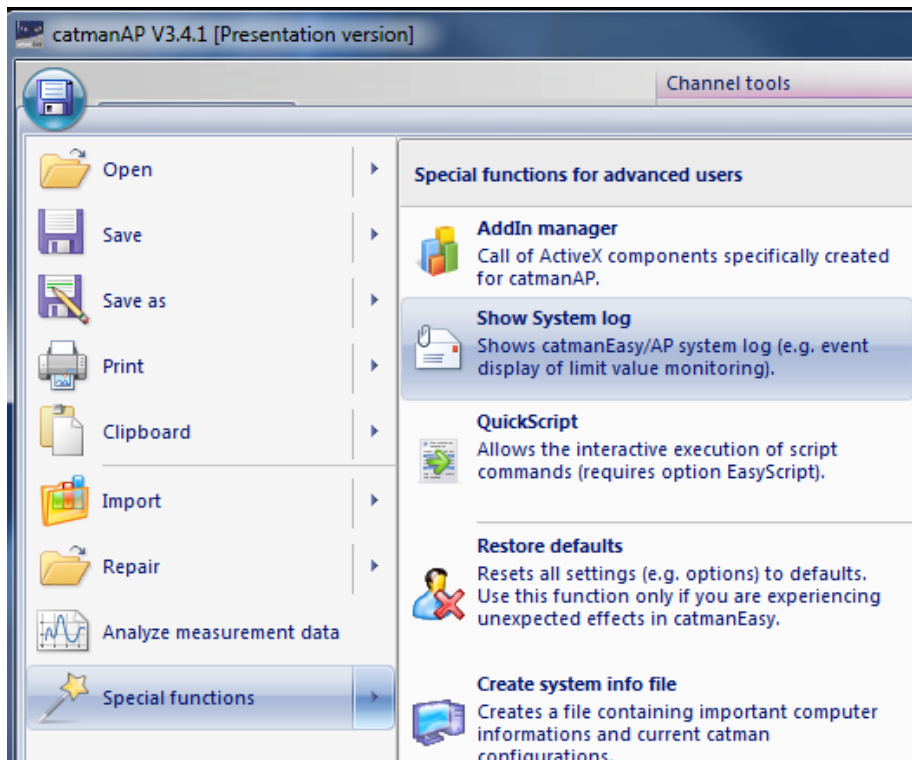


Some faults are related to the PC you have in use, for example processing power, RAM size, hard disc size or other issues. You can create a **PC system information file** in the following way:

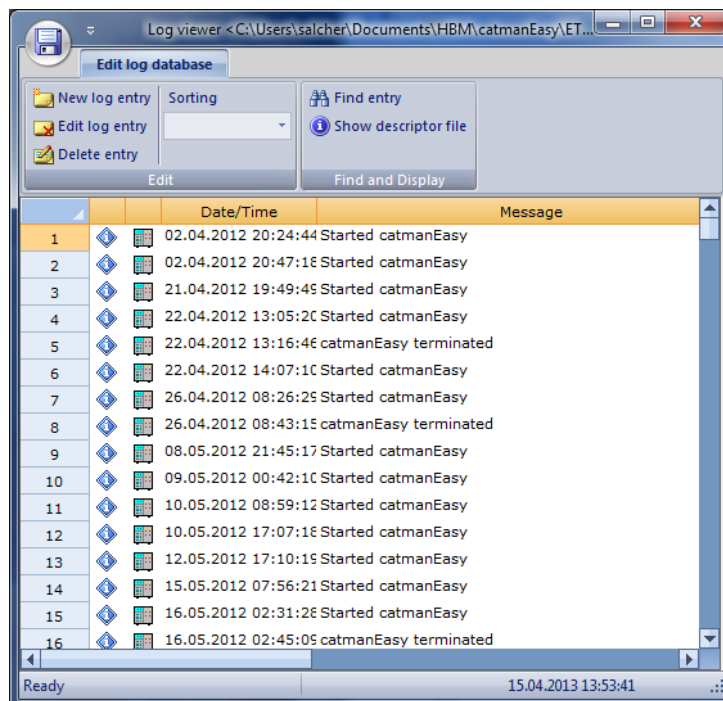
Click on the DISC  in the upper left corner -> Special functions -> Create system info file **PC_SYSINFO.txt** and store it your desktop.



There is another logging mechanism available. The **System log file** shows all event logging messages like alarms / limits you can activate during your test & measurement job. This might be a relevant source for investigation when it comes to long term data recording jobs.

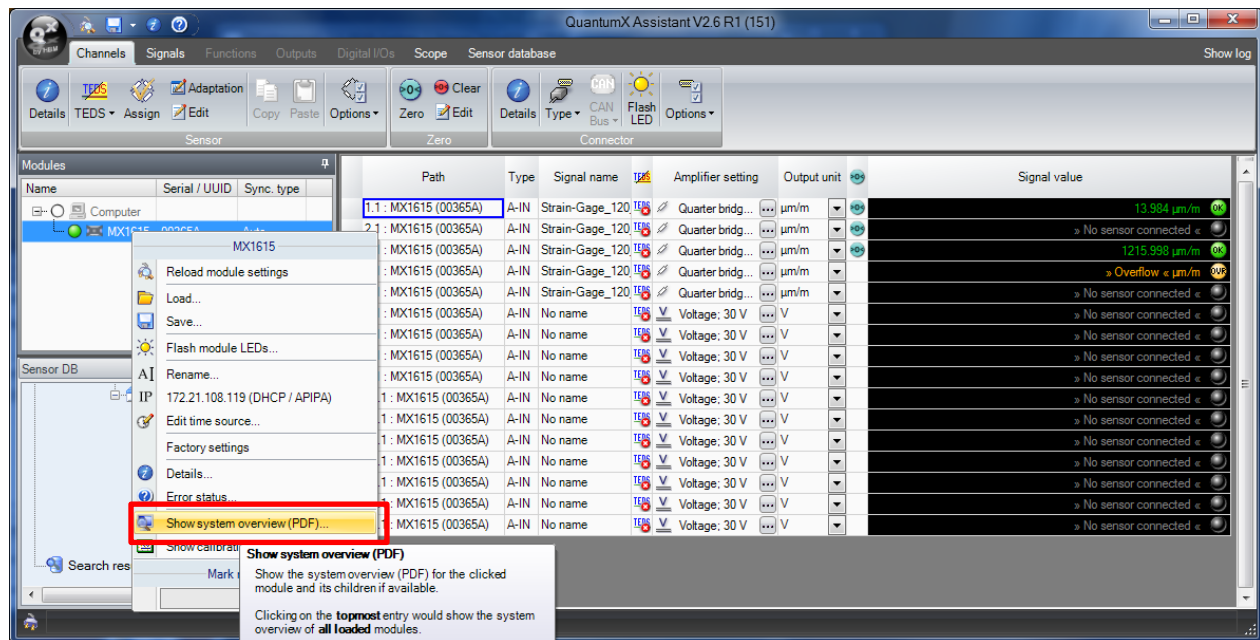


You can store the System log file as **ET_SYSLOG.MDB** in binary format:

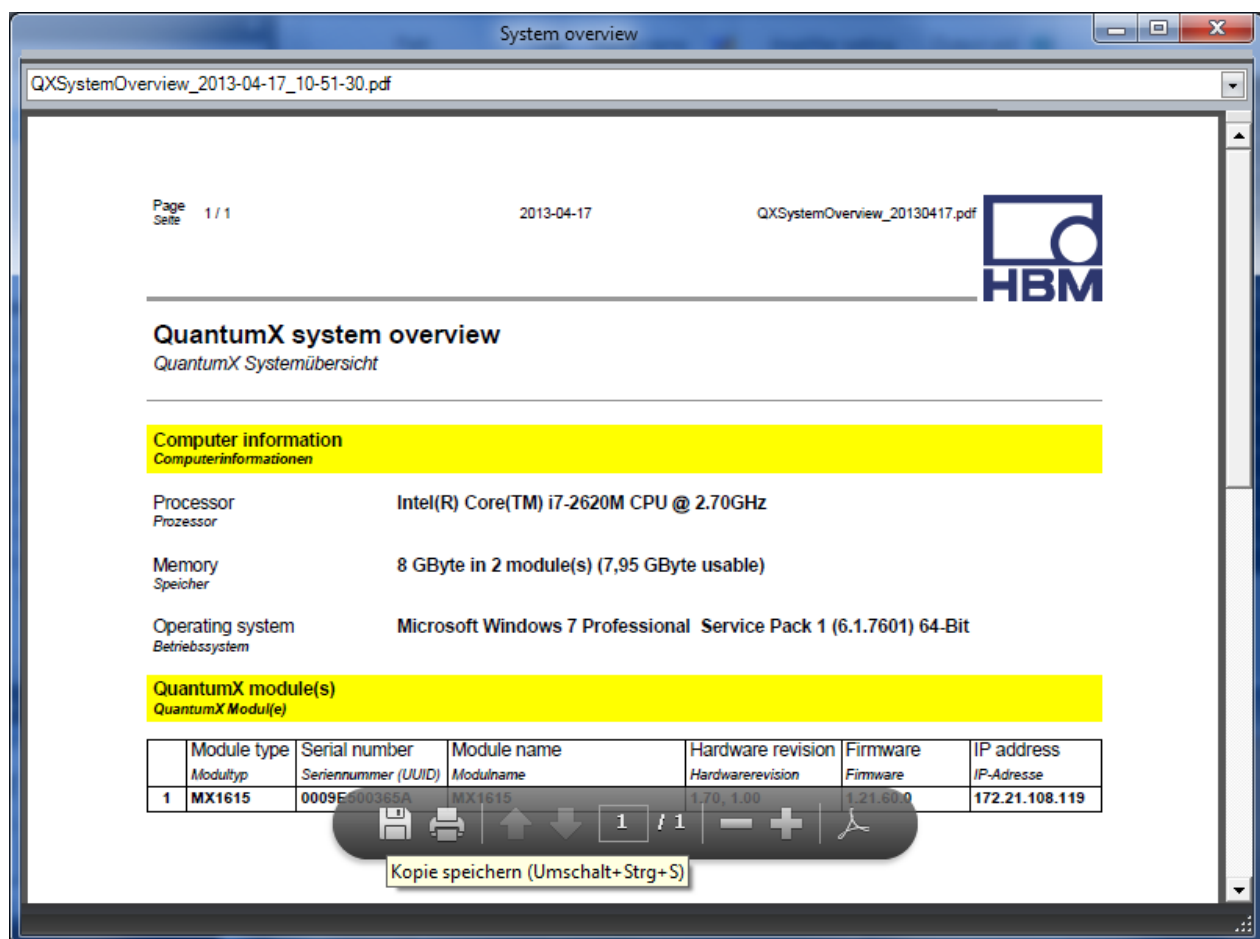


QuantumX Assistant

Please start the QuantumX Assistant, right mouse click on Computer and select **Show system overview**. This creates a PDF file we can work with.

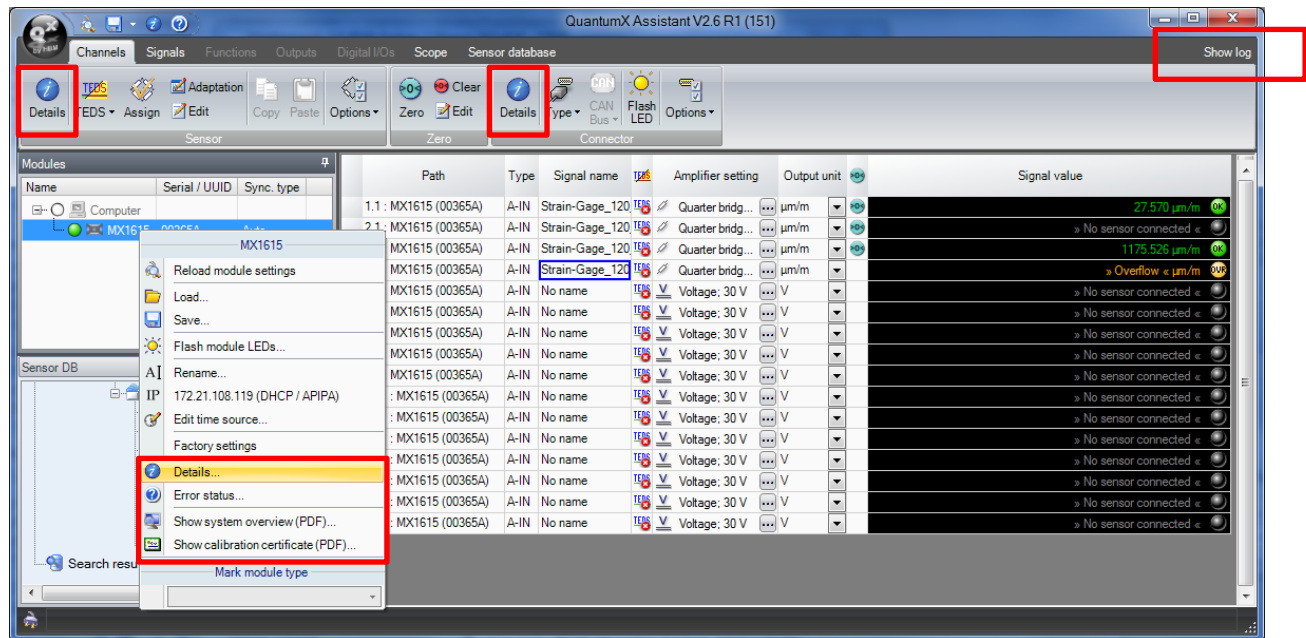


You can store this file on your desktop.

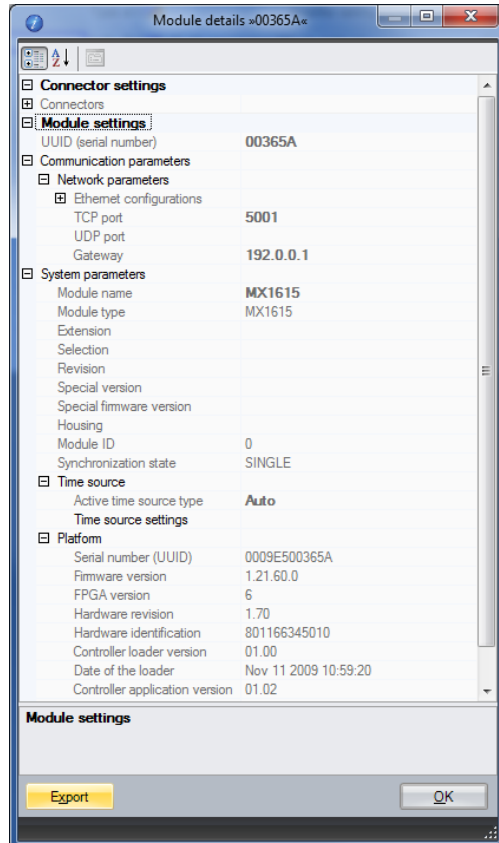


The QuantumX Assistant allows the following way direct diagnosis:

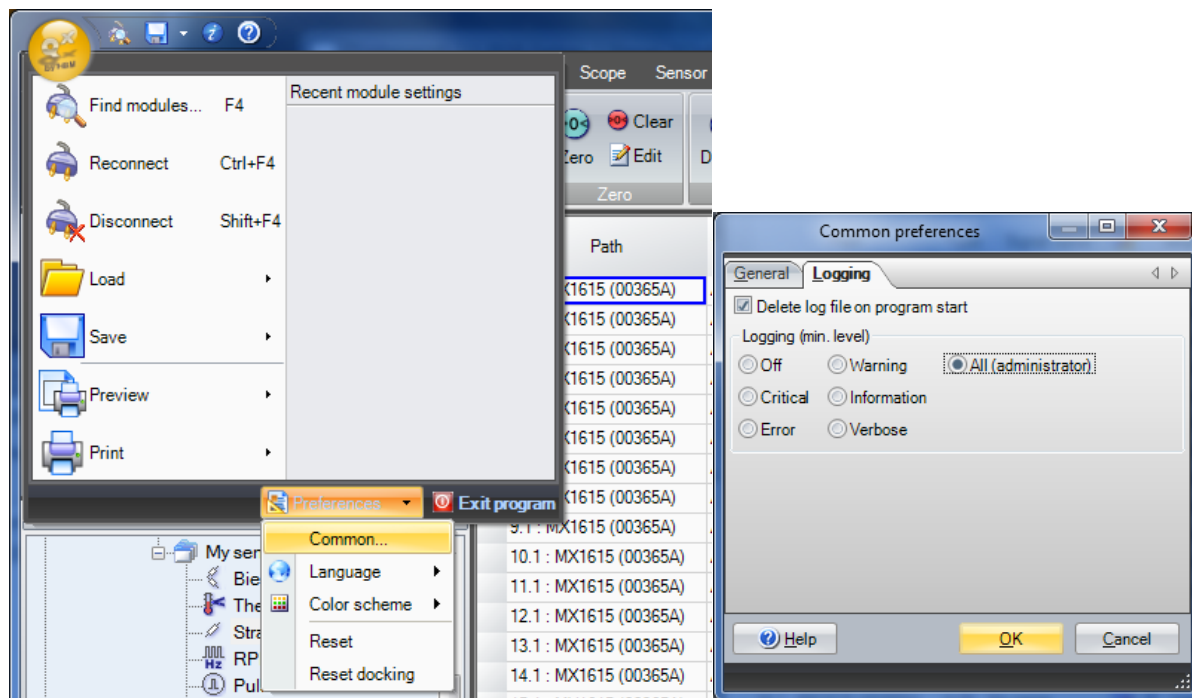
- **module details** - right mouse click on the module and select **Details** or **Error status**
- **communication log file** – Show log in the upper right corner
- **channel details** – click on Details in the channel section
- **sensor details** – click on Details in the sensor section



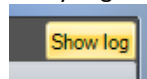
You can export the modules XML parameterization file:



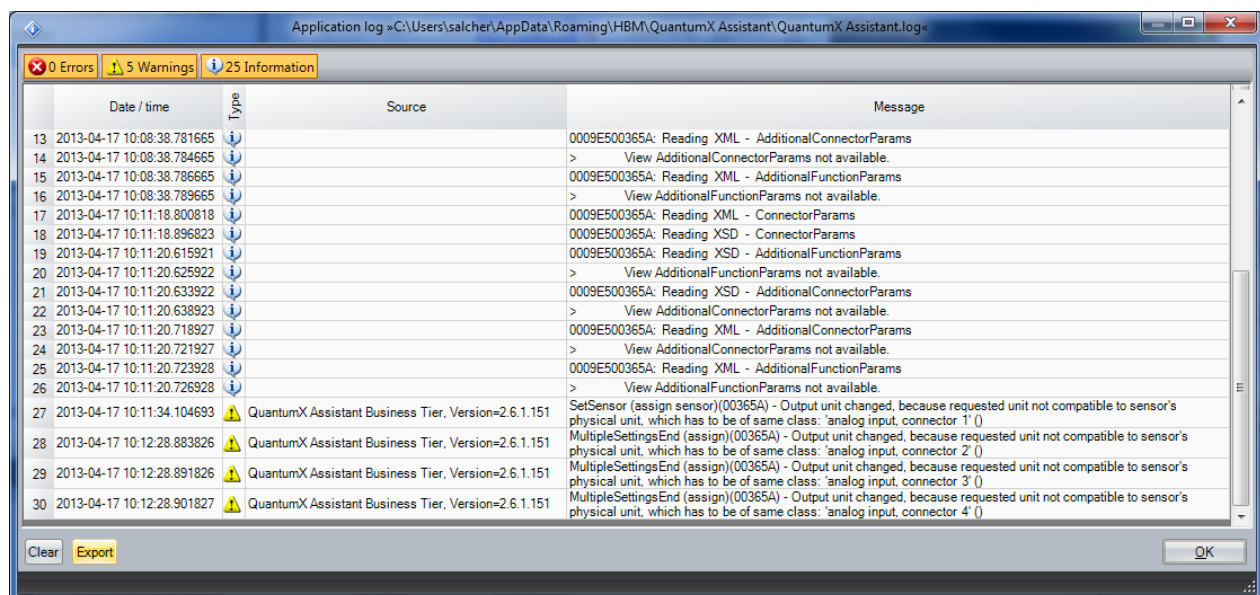
Preparation for detailed **communication logging**: Go on QX button -> Preferences -> Common



Analysing the system log file: Go back to main page try to reproduce the fault and at the end click on **Show log**



It is also possible to **Export** or to store the communication log file on your desktop.



-- end

Legal Disclaimer: TECH NOTEs are designed to provide a quick overview. TECH NOTEs are continuously improved and so change frequently. HBM assumes no liability for the correctness and/or completeness of the descriptions. We reserve the right to make changes to the features and/or the descriptions at any time without prior notice.