

Troubleshooting Data Generation

Checklist

Background of this document

In case of an issue on site, that can not be solved by yourself, please immediately get the following data, and directly share it with the technical support in the CRM ticket. The data to generate depends on the devices, that are included into your system. Please go through that checklist in detail and check if you got all needed data before you create a CRM support ticket.

How to work up the data

- Please share a detailed problem description (more information: [How to Troubleshoot \[TTAC\]](#))
 - What did you already check on the system? Is the trouble narrowed down?
- Ensure, that the timestamp is synchronized in all devices in the system.
 - Ensure, that the problem is occurring within the data generation time slot.
 - Note down the timestamp of the occurring problem-case.
- Ensure, that all data is matching together (images, Traces, logs, Parameter)
 - Do not clear error states before saving parameters.
 - Do not reboot before collecting data.

General Data – Controller SIM2000

- Record Tracking Traces of occurring issue
- Record Communication Traces of occurring issue
- Save the complete sopas project file including all devices (save permanent before)
- Get the crash dump file if a crash on controller was detected

If Lector is involved:

- Dump file of Lector85x
- Image Sequences of GoodReads containing of jpg and xml file (min 10 sequences)
- Image Sequences with issue occurring containing of jpg and xml file (min 10 sequences)

If VMS is involved:

- Record Pointclouds(min 10)
- VMS-Result Log

If CLV is involved:

- Sopas file of the devices

If ICR is involved:

- Dump File of ICR
- Images of GoodReads - jpg and xml file (min 10, no dyn cropping, scaling 1, min 50%)
- Images of occurring issue - jpg and xml file (min 10, no dyn cropping, scaling 1, min 50%)
- Application logs of ICR
- TCP Recording