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Customer Support Note 023
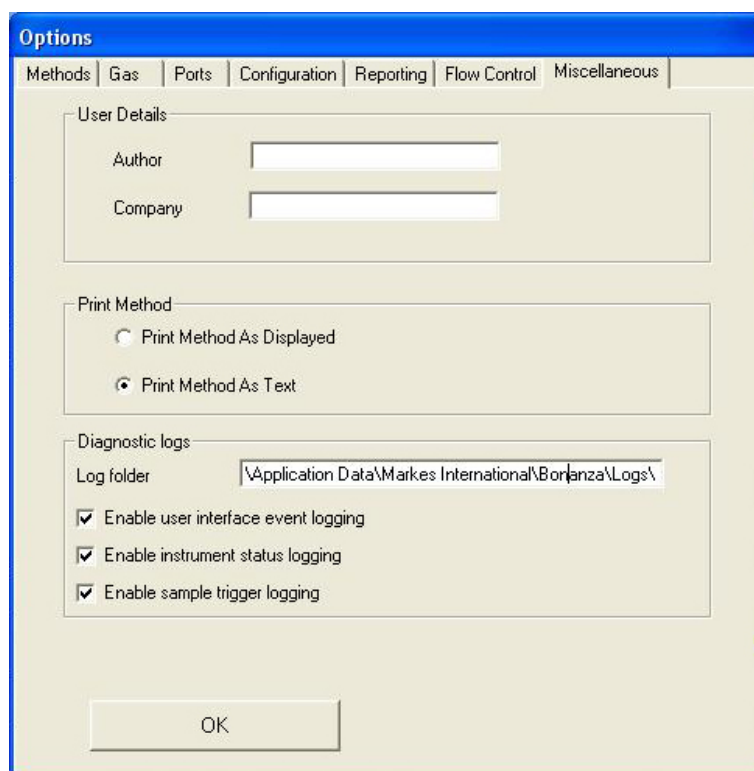
Recording diagnostic log files in Bonanza

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Markes' Bonanza TD control software can generate a number of system log files which can be useful diagnostic tools. This document demonstrates how to turn on this feature and where the log files will be created.

1. Turning on diagnostic logs

Diagnostic logs can be switched on in the instrument options section in the 'Miscellaneous' tab (Figure 1).

NOTE: This feature was introduced in software version 5.1.103. Prior to this, log files were *always* generated.

Figure 1: TD log file options.

2. Location of the log files

The location is related to the installation path name and the operating system used (Figure 2). The default locations are as follows:

• Windows XP: C:\Documents and Setting\All Users\Application data\Markes International\ Bonanza\Logs
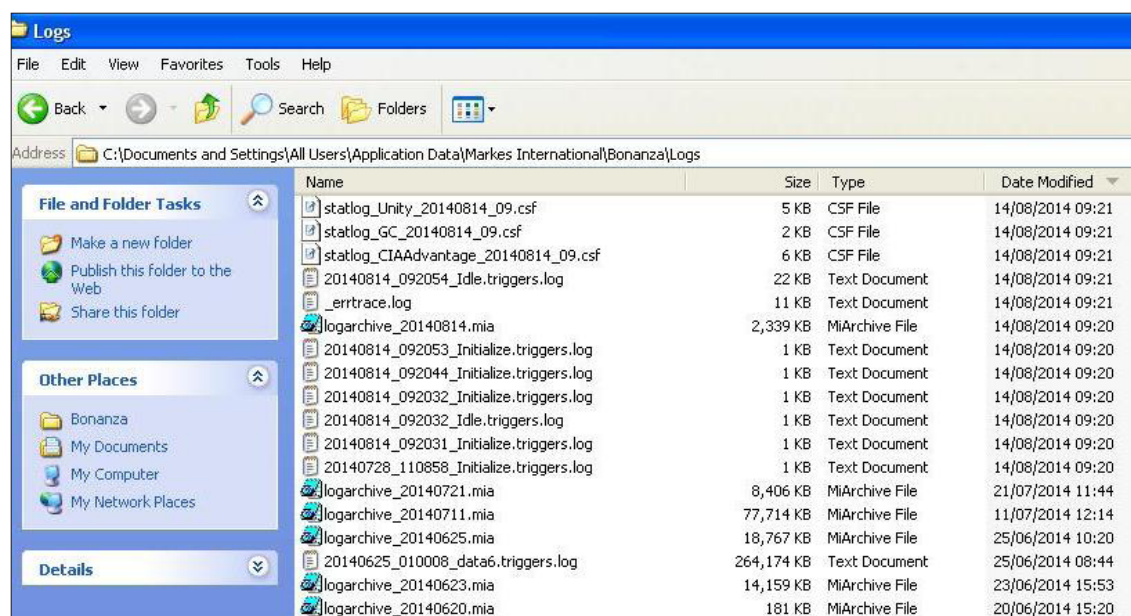• Windows 7: C:\ProgramData\Markes International\Bonanza\Logs

Figure 2: Location of log files.

NOTE: 'ProgramData' and 'Application Data' are hidden folders by default. This can be changed in Windows Explorer > Tools > Folder Options. 'Show hidden files and folders' should be selected (Figure 3).

Figure 3: Folder options to display hidden folders.

3. Log file structure

Logs are generated with a date stamp, containing the year, month, day and hour.

The following log files are generated:

- Statlog_[instrument]_yyyymmdd_hh.csf
  Instrument status logs, with records of temperatures, flow rates *etc.* for each instrument.
- yyyymmdd_hhmmss_[sample name].triggers.log
  Sample trigger logging, which records the processing of the sample through the various states of operation.
- _errtrace.log
  Records any errors reported by the user interface.

To save space, log files are regularly archived, with a new log file archive created every day. Log files are archived together in a single file with a '.mia' extension (logarchive_yyyymmdd.mia).

NOTE: Users should make a copy of the log archive files in the log directory. Add to a zip file and upload to the Markes International ftp site (in most cases, the log files will be too large to send).

For all technical support queries, please contact Markes International.

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