

## Q.

### How to collect and report HMI errors to Weintek using Diagnostic Tool?

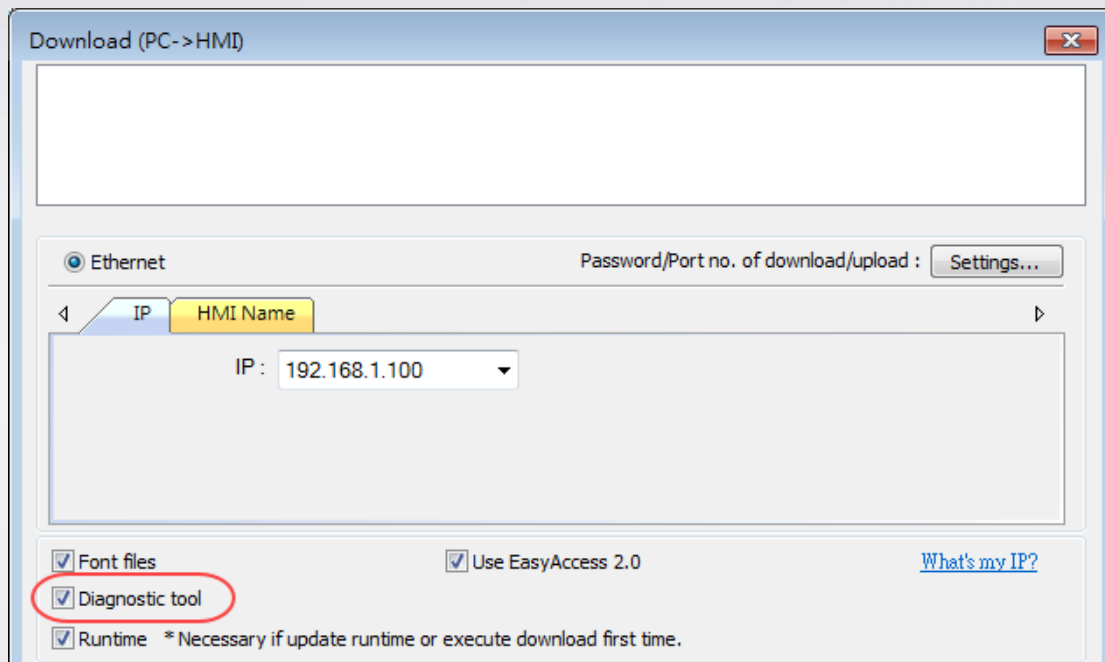
[Diagnostic tool] is supported in EasyBuilder Pro V6.xx.xx and later versions.

This tool can be found in the Download window. With Diagnostic Tool enabled, when HMI encounters software errors such as black screen, crash, server disconnected...etc, the HMI information can be collected as diagnostic reports and sent to Weintek for further analysis.

## A.

Collecting HMI information must be carried out at the time when the error occurs. When HMI is rebooted or recovered, finding the reason for the error through the collected data is not possible. Please follow step 1 to enable Diagnostic Tool and then reproduce the failure for collecting data. When using a cMT model, or when Diagnostic Tool is already enabled, please skip step 1.

**Step 1.** Select [Diagnostic tool] check box in Download window when downloading the project. For cMT Series models, Diagnostic Tool will be automatically downloaded to HMI, please skip step 1.



**Step 2.** Create a folder named “hmi-info-collector” in a USB disk.

**Step 3.** Insert the USB disk to HMI.

**Step 4.** HMI emits two beeps. (1<sup>st</sup> beep: start collecting information. 2<sup>nd</sup> beep: finish collecting information.) Remove the USB disk from HMI, and then send the folder named “hmi-info-collector” in the USB disk to Weintek.

Please note that:

1. USB disk under 32G, FAT32 format, is recommended.
2. The file in the folder is encrypted. A sample format of the file name: hmi-info-collector-20180712102405.tar.gz.enc
3. Collecting HMI information must be carried out at the time when the error occurs. When HMI is rebooted or recovered, finding the reason for the error through the collected data is not possible.