

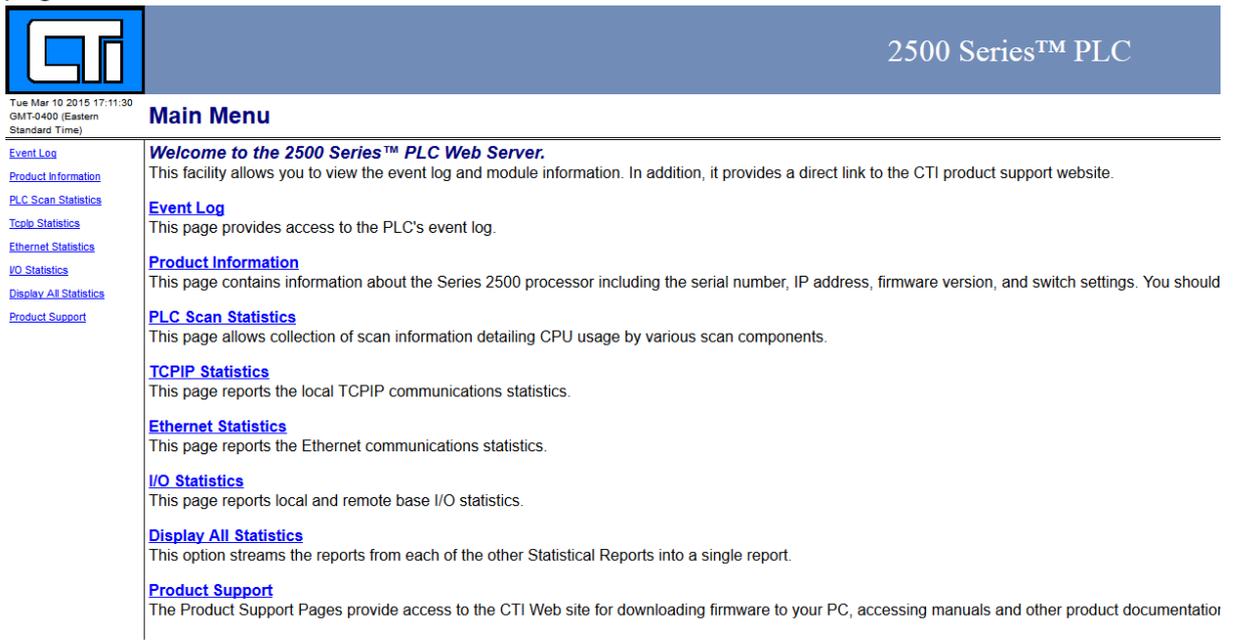
# Providing Diagnostic Data for Support on CTI 2500 Series® Processors and Co-processors

The CTI 2500-Cxxx Processor and 2500P-ECC1 / 2500P-ACP1 Coprocessors maintain extensive internal diagnostic data, including a time stamped event log of significant events as well as operating statistics for the Ethernet port and major module subsystems. If you are requesting Technical Support, the support staff will need the following information:

1. The exact date and time when the problem occurred.
2. An exact description of the problem.
3. Whether the product clock has been set, and if not, the time difference between the product clock and the actual time
4. A “Dump All Statistics” from the module web page
5. Whether the module was reset or re-powered before collecting the “Dump All Statistics”. Usually it is better to get this diagnostic information prior to resetting the module if possible.
6. A description of what was happening when the problem occurred. For example, if one part of the system is intentionally powered down or reset, that may cause errors in communications that are logged on other products.
7. Where there are multiple Processors and Coprocessors involved, a diagram showing the system network setup, including switches, bridges, routers, etc.
8. A copy of the PLC program (for CPUs), the configuration file (for 2500P-ECC1s) and the Workbench Program (for 2500P-ACP1s).
9. When requesting support, all this data should be collected and forwarded to CTI by email in a single ZIP file.

## Collecting “DUMP ALL STATISTICS”

1. For 2500-Cxxx CPUs. Using a web browser, type in the IP address of the CPU (the complete IP address will be flashing on the front display). You will get the “home” page of the CPU.



**CTI** 2500 Series™ PLC

Tue Mar 10 2015 17:11:30  
GMT-0400 (Eastern Standard Time)

### Main Menu

[Event Log](#)  
This facility allows you to view the event log and module information. In addition, it provides a direct link to the CTI product support website.

[Product Information](#)  
This page provides access to the PLC's event log.

[PLC Scan Statistics](#)  
This page contains information about the Series 2500 processor including the serial number, IP address, firmware version, and switch settings. You should

[TCP/IP Statistics](#)  
This page allows collection of scan information detailing CPU usage by various scan components.

[Ethernet Statistics](#)  
This page reports the local TCP/IP communications statistics.

[I/O Statistics](#)  
This page reports the Ethernet communications statistics.

[Display All Statistics](#)  
This page reports local and remote base I/O statistics.

[Product Support](#)  
This option streams the reports from each of the other Statistical Reports into a single report.

The Product Support Pages provide access to the CTI Web site for downloading firmware to your PC, accessing manuals and other product documentation

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- For 2500P-ECC1. Using a web browser, type in the IP address of the CPU (the complete IP address will be flashing on the front display). You will get the “home” page of the ECC1.

The screenshot shows the main menu of the 2500P-ECC1 Ethernet Communications Coprocessor. At the top left is the CTI logo and the date/time: Wed Mar 11 2015 12:34:00 GMT-0400 (Eastern Standard Time). The title is "2500P-ECC1 Ethernet Communications Coprocessor". The main heading is "Main Menu". Below it is a welcome message: "Welcome to the 2500P- ECC1 Web Server. This facility allows you to view the event log and module information. In addition, it provides a direct link to the CTI product support website." A list of menu items is provided on the left, each with a brief description on the right:

- [Event Log](#): This page displays the module event log, which records significant events that occur during the startup and operation of the module.
- [Product Information](#): This page contains information about the module hardware, firmware, and configuration, required when contacting CTI customer support.
- [TCP/IP Statistics](#): This page contains information about the TCP/IP configuration and status.
- [Ethernet Port Statistics](#): This page contains the Ethernet port status information and operational statistics.
- [Active Communication Sessions](#): This page contains information about TCP and UDP communications sessions currently active for each protocol.
- [Communication Sessions History](#): This page contains a log of previously active communication sessions.
- [Host Controller Data Cache Statistics](#): This page contains operational statistics related to communications with the host controller and status of the module data cache.
- [Error Code Descriptions](#): This page contains a list of all error codes and definitions.
- [Switch Statistics](#): (Link only, no description provided)

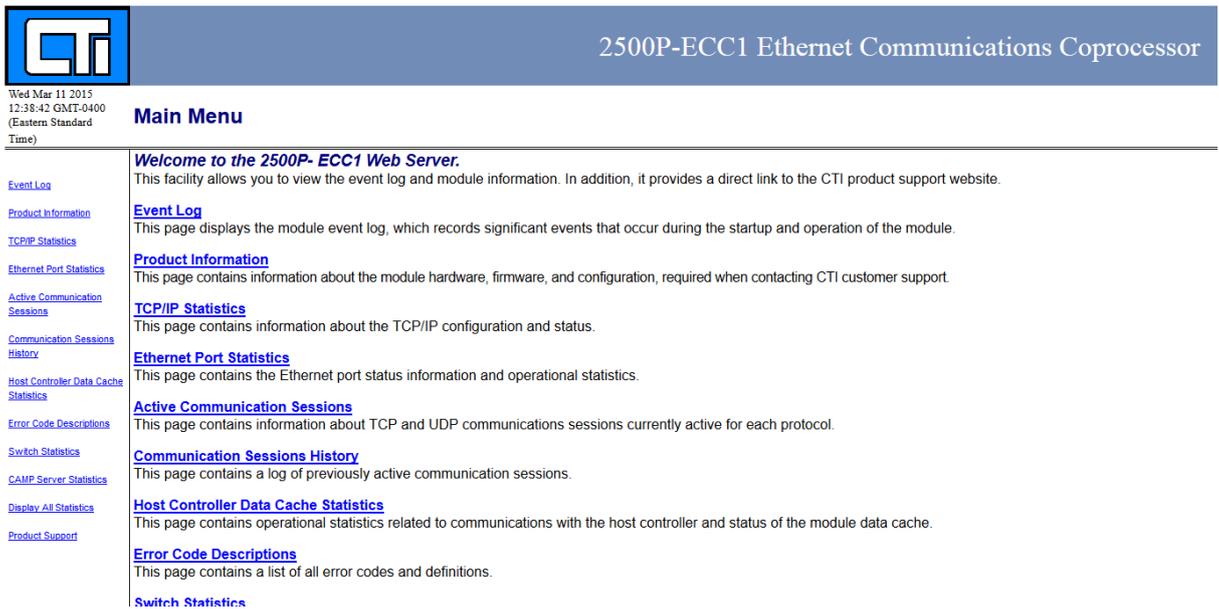
Click on “Display All Statistics”. You’ll get a page like this one:

The screenshot shows the "Product Information" page of the 2500P-ECC1 Ethernet Communications Coprocessor. The title is "2500P-ECC1 Ethernet Comm". The date/time is Wed Mar 11 2015 12:36:37. The main heading is "Product Information". On the left is a navigation menu with links to various sections. The main content area displays the following product details:

Product Number .....	2500P-ECC1
Product Name .....	Ethernet Communications Co-processor
Serial Number .....	000250437
Manufacturing Date .....	06/20/2012
Ethernet MAC Address .....	00:20:25:0F:98:DD
IP Address .....	172.018.009.150
Subnet Mask .....	255.255.252.000
Gateway....	172.018.008.001
Hardware Compatibility .....	000
Application Firmware Version .....	02.15
Application Firmware Date .....	1/21/15
Dipswitch Settings .....	0x00
1 Firmware Update Enable .....	Disabled
2 Firmware Update Method .....	Ethernet
3 Reserved .....	Open
4 Reserved .....	Open
5 Reserved .....	Open
6 Reserved .....	Open
7 Reserved .....	Open
8 Reserved .....	Open
User Jumper Settings .....	0x00
A Reserved .....	Open
B Reserved .....	Open
C Reserved .....	Open
D Reserved .....	Open
Product Identifier .....	Robert's ECC1-A
Product Location .....	
Configuration File Name .....	robert-A.ecc
Configuration File Date/Time ...	Mon Dec 15 08:44:21 2014
Configuration Description .....	
Product Clock .....	Fri Jul 21, 2000 23:52:09.647

If using Firefox browser, click File, Save Page As, Web Page Complete. Save the file to a location you can access later. If using Internet Explorer, click File, Save Webpage, and save as type Web Archive single file.

- For 2500P-ACP1. Using a web browser, type in the IP address of the CPU (the complete IP address will be flashing on the front display). You will get the “home” page of the ACP1.



The screenshot shows the main menu of the 2500P-ECC1 Ethernet Communications Coprocessor. The page has a blue header with the CTI logo and the title "2500P-ECC1 Ethernet Communications Coprocessor". Below the header, the date and time are displayed as "Wed Mar 11 2015 12:38:42 GMT-0400 (Eastern Standard Time)". The main content area is titled "Main Menu" and contains a "Welcome to the 2500P- ECC1 Web Server." message. A list of links is provided on the left side, and a detailed description of the "Event Log" link is shown on the right.

**2500P-ECC1 Ethernet Communications Coprocessor**

Wed Mar 11 2015 12:38:42 GMT-0400 (Eastern Standard Time)

**Main Menu**

**Welcome to the 2500P- ECC1 Web Server.**  
This facility allows you to view the event log and module information. In addition, it provides a direct link to the CTI product support website.

[Event Log](#)  
This page displays the module event log, which records significant events that occur during the startup and operation of the module.

[Product Information](#)  
This page contains information about the module hardware, firmware, and configuration, required when contacting CTI customer support.

[TCP/IP Statistics](#)  
This page contains information about the TCP/IP configuration and status.

[Ethernet Port Statistics](#)  
This page contains the Ethernet port status information and operational statistics.

[Active Communication Sessions](#)  
This page contains information about TCP and UDP communications sessions currently active for each protocol.

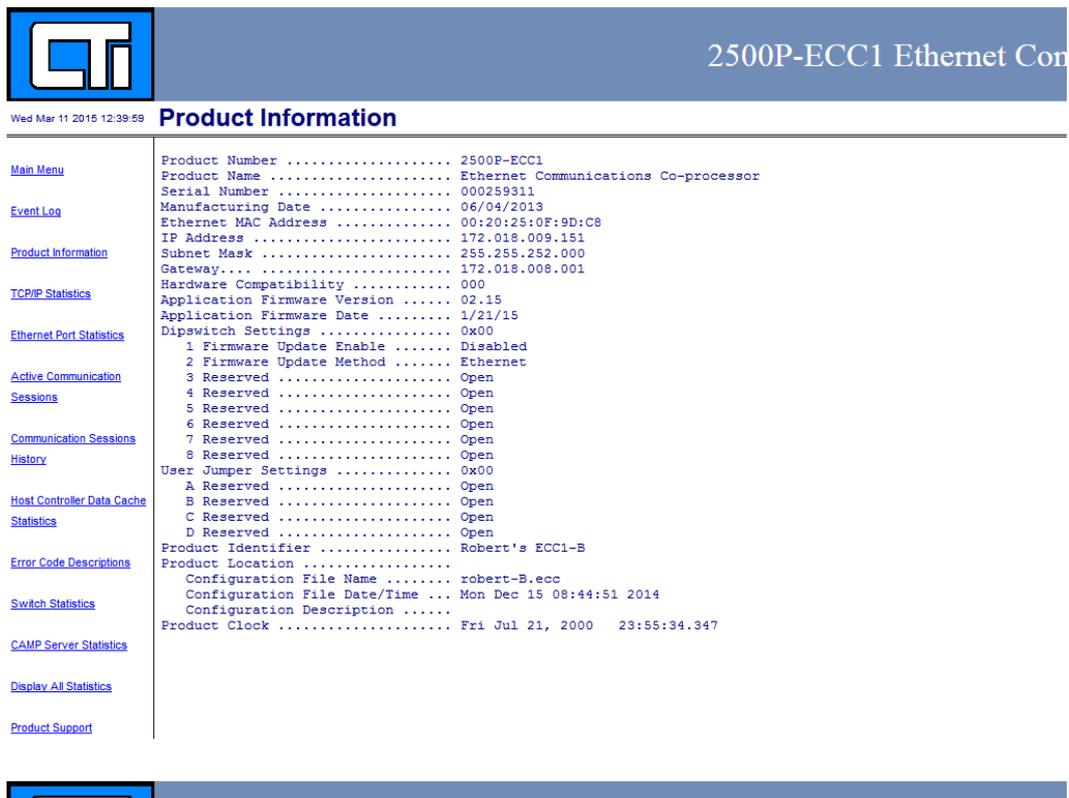
[Communication Sessions History](#)  
This page contains a log of previously active communication sessions.

[Host Controller Data Cache Statistics](#)  
This page contains operational statistics related to communications with the host controller and status of the module data cache.

[Error Code Descriptions](#)  
This page contains a list of all error codes and definitions.

[Switch Statistics](#)

Click on “Display All Statistics”. You’ll get a page like this one:



The screenshot shows the "Product Information" page of the 2500P-ECC1 Ethernet Communications Coprocessor. The page has a blue header with the CTI logo and the title "2500P-ECC1 Ethernet Communications Coprocessor". Below the header, the date and time are displayed as "Wed Mar 11 2015 12:39:59". The main content area is titled "Product Information" and contains a list of links on the left side and a detailed list of product information on the right.

**2500P-ECC1 Ethernet Communications Coprocessor**

Wed Mar 11 2015 12:39:59

**Product Information**

[Main Menu](#)

[Event Log](#)

[Product Information](#)

[TCP/IP Statistics](#)

[Ethernet Port Statistics](#)

[Active Communication Sessions](#)

[Communication Sessions History](#)

[Host Controller Data Cache Statistics](#)

[Error Code Descriptions](#)

[Switch Statistics](#)

[CAMP Server Statistics](#)

[Display All Statistics](#)

[Product Support](#)

Product Number ..... 2500P-ECC1  
 Product Name ..... Ethernet Communications Co-processor  
 Serial Number ..... 000259311  
 Manufacturing Date ..... 06/04/2013  
 Ethernet MAC Address ..... 00:20:25:0F:9D:C8  
 IP Address ..... 172.018.009.151  
 Subnet Mask ..... 255.255.252.000  
 Gateway ..... 172.018.008.001  
 Hardware Compatibility ..... 000  
 Application Firmware Version ..... 02.15  
 Application Firmware Date ..... 1/21/15  
 Dipswitch Settings ..... 0x00  
 1 Firmware Update Enable ..... Disabled  
 2 Firmware Update Method ..... Ethernet  
 3 Reserved ..... Open  
 4 Reserved ..... Open  
 5 Reserved ..... Open  
 6 Reserved ..... Open  
 7 Reserved ..... Open  
 8 Reserved ..... Open  
 User Jumper Settings ..... 0x00  
 A Reserved ..... Open  
 B Reserved ..... Open  
 C Reserved ..... Open  
 D Reserved ..... Open  
 Product Identifier ..... Robert's ECC1-B  
 Product Location .....  
 Configuration File Name ..... robert-B.ecc  
 Configuration File Date/Time ... Mon Dec 15 08:44:51 2014  
 Configuration Description .....  
 Product Clock ..... Fri Jul 21, 2000 23:55:34.347

If using Firefox browser, click File, Save Page As, Web Page Complete. Save the file to a location you can access later. If using Internet Explorer, click File, Save Webpage, and save as type Web Archive single file.