

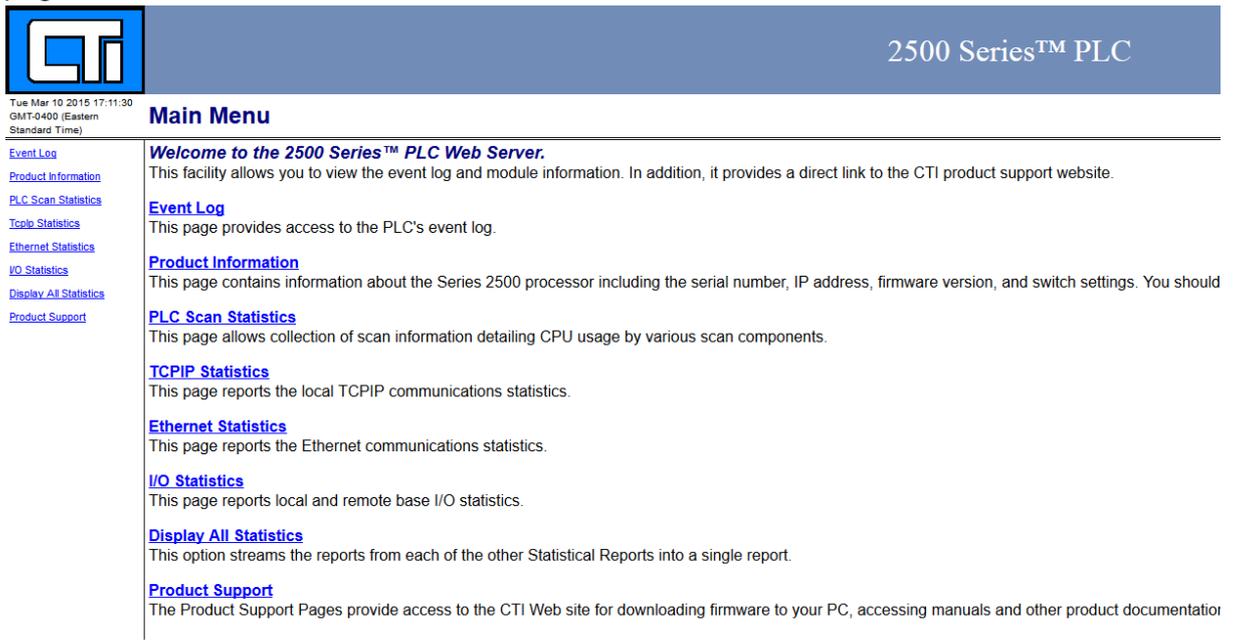
Providing Diagnostic Data for Support on CTI 2500 Series® Processors and Co-processors

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

Welcome to the 2500 Series™ PLC 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 provides access to the PLC's event log.

Product Information
This page contains information about the Series 2500 processor including the serial number, IP address, firmware version, and switch settings. You should

PLC Scan Statistics
This page allows collection of scan information detailing CPU usage by various scan components.

TCP/IP Statistics
This page reports the local TCP/IP communications statistics.

Ethernet Statistics
This page reports the Ethernet communications statistics.

I/O Statistics
This page reports local and remote base I/O statistics.

Display All Statistics
This option streams the reports from each of the other Statistical Reports into a single report.

Product Support
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. 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 shown as 'Wed Mar 11 2015 12:34:00 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 their corresponding descriptions are on the right.

Link	Description
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 displays the module event log, which records significant events that occur during the startup and operation of the module.
TCP/IP Statistics	This page contains information about the module hardware, firmware, and configuration, required when contacting CTI customer support.
Ethernet Port Statistics	This page contains information about the TCP/IP configuration and status.
Active Communication Sessions	This page contains information about the Ethernet port status information and operational statistics.
Communication Sessions History	This page contains information about TCP and UDP communications sessions currently active for each protocol.
Host Controller Data Cache Statistics	This page contains a log of previously active communication sessions.
Error Code Descriptions	This page contains operational statistics related to communications with the host controller and status of the module data cache.
Switch Statistics	This page contains a list of all error codes and definitions.

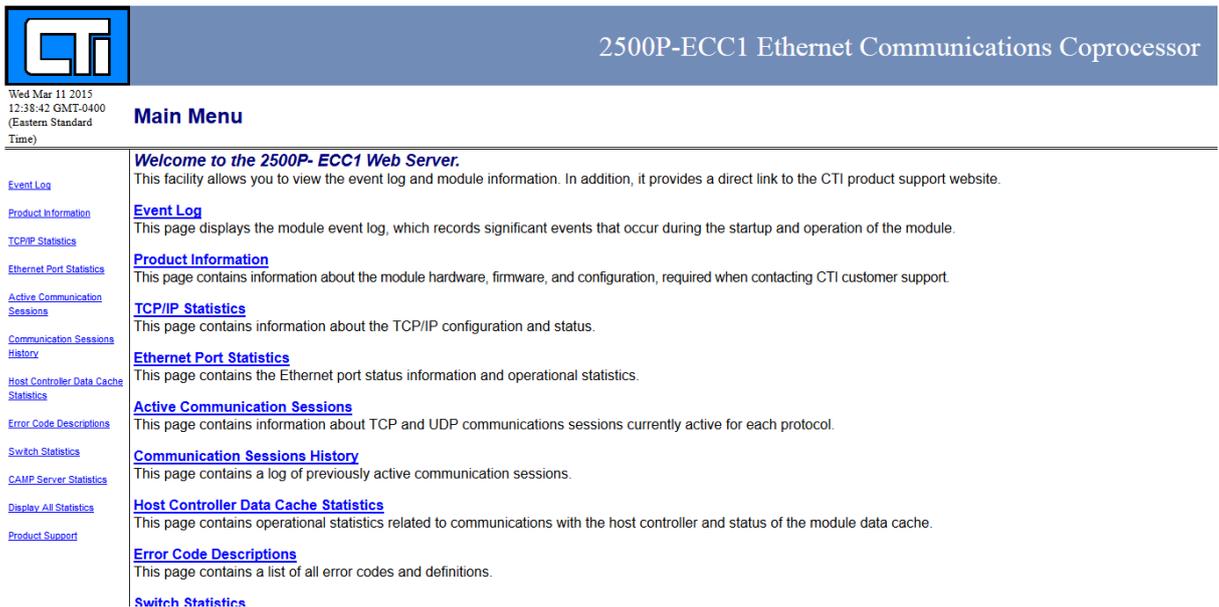
Click on “Display All Statistics”. You’ll get a page like this one:

The screenshot shows the 'Product Information' page of the 2500P-ECC1 Ethernet Communications Coprocessor. The page has a blue header with the title '2500P-ECC1 Ethernet Comm'. Below the header, the date and time are shown as 'Wed Mar 11 2015 12:36:37'. The main content area is titled 'Product Information' and contains a list of product details.

Link	Product Information
Main Menu	Product Number 2500P-ECC1
Event Log	Product Name Ethernet Communications Co-processor
Product Information	Serial Number 000250437
TCP/IP Statistics	Manufacturing Date 06/20/2012
Ethernet Port Statistics	Ethernet MAC Address 00:20:25:0F:98:DD
Active Communication Sessions	IP Address 172.018.009.150
Communication Sessions History	Subnet Mask 255.255.252.000
Host Controller Data Cache Statistics	Gateway... .. 172.018.008.001
Error Code Descriptions	Hardware Compatibility 000
Switch Statistics	Application Firmware Version 02.15
CAMP Server Statistics	Application Firmware Date 1/21/15
Display All Statistics	Dipswitch Settings 0x00
Product Support	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 robert-A.ecc
	Configuration File Name Mon Dec 15 08:44:21 2014
	Configuration File Date/Time ... 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.

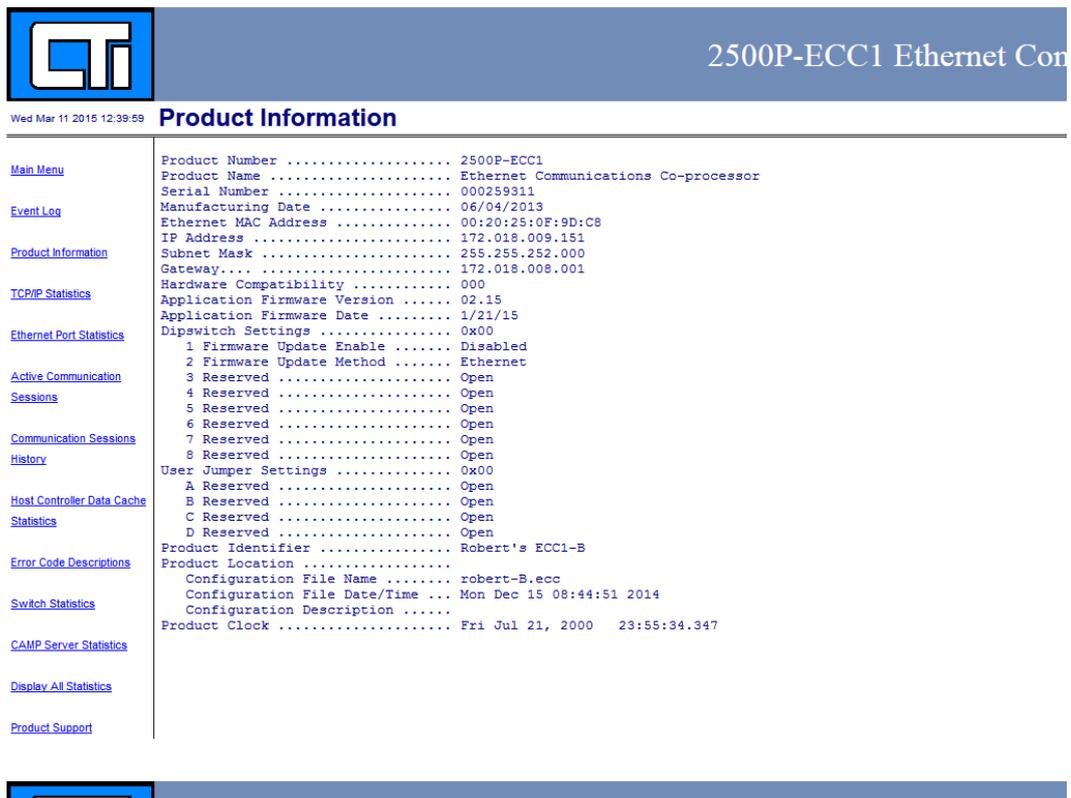
[Communication Sessions History](#)
This page contains a log of previously active communication sessions.

[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 specifications 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.