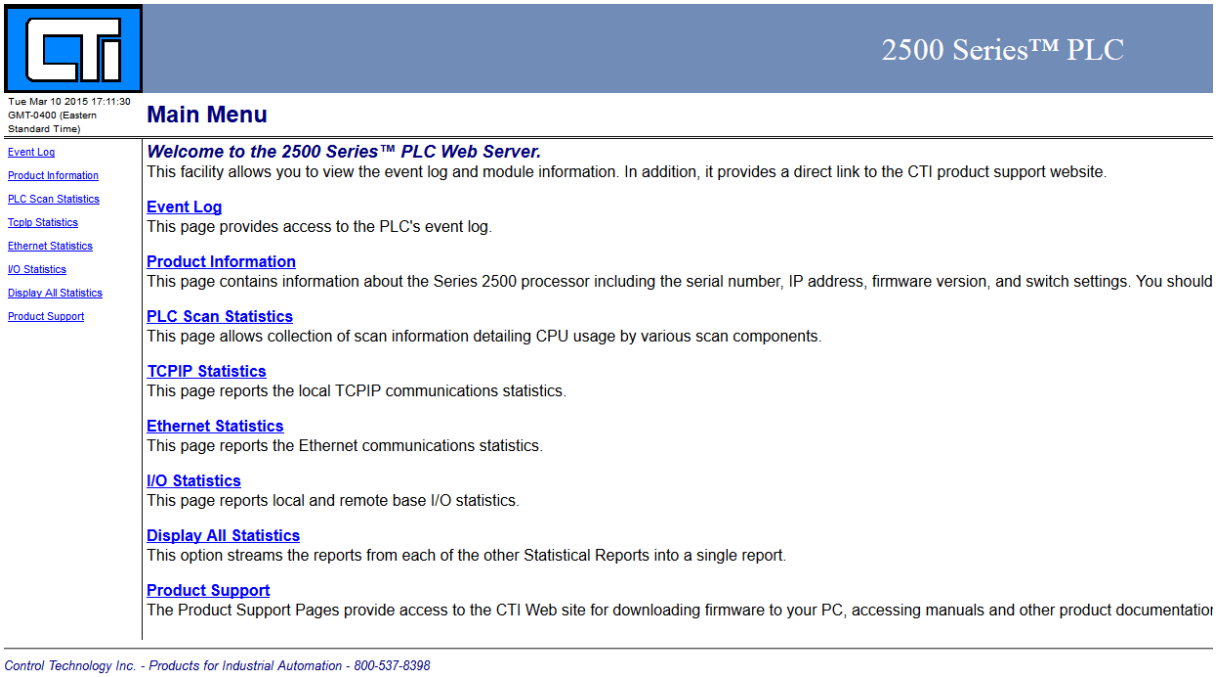
Providing Diagnostic Data for Support on CTI 2500 Series® Processors and Co-processors

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:

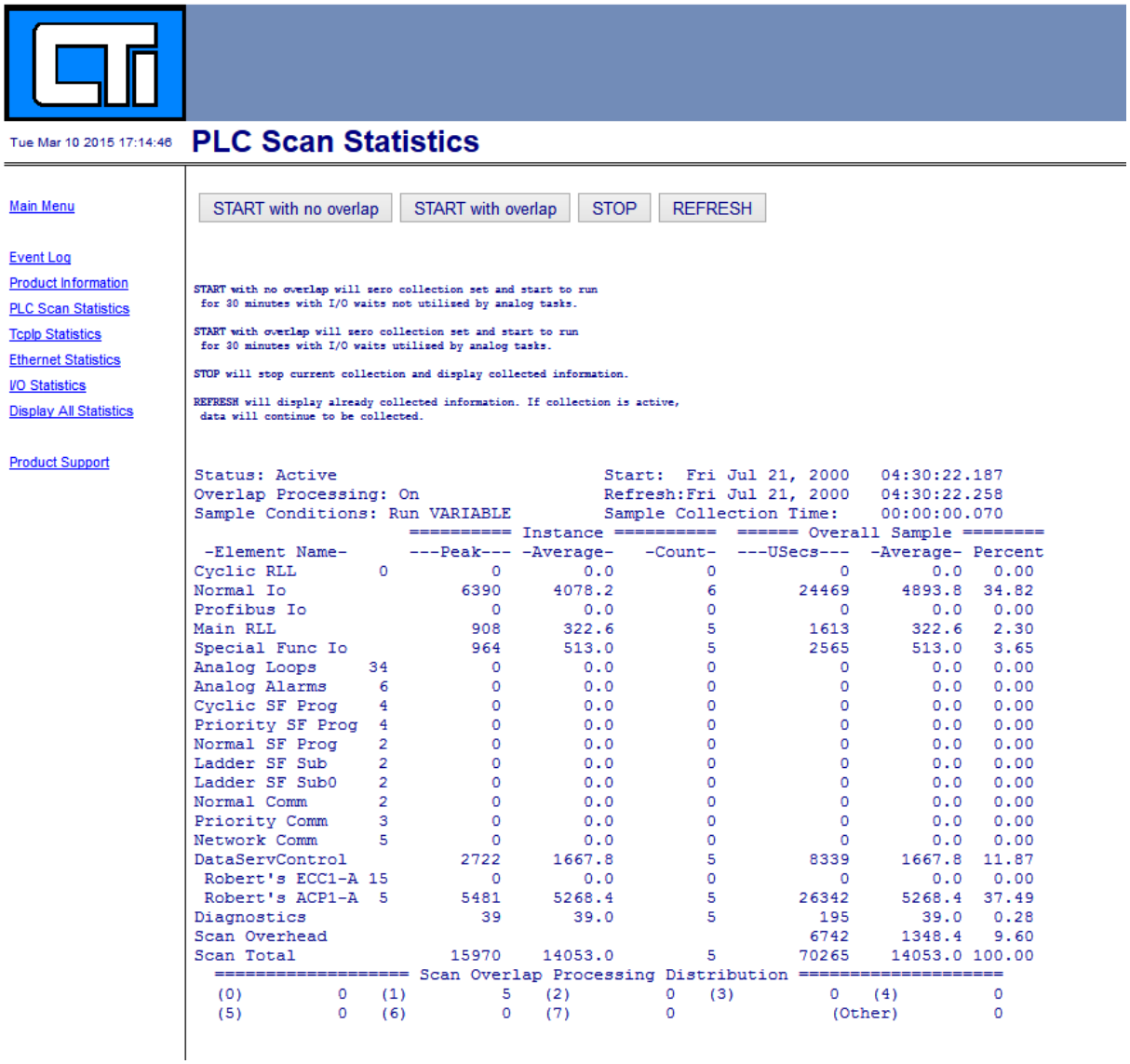
1. The exact date and time when the problem occurred.
2. An exact description of the problem.
3. Whether the product clock has been set, and if not, the time difference between the product clock and the actual time
4. A “Dump All Statistics” from the module web page
5. Whether the module was reset or 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.



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



Tue Mar 10 2015 17:14:46

PLC Scan Statistics

Main Menu

Event Log
Product Information
PLC Scan Statistics
Tcplp Statistics
Ethernet Statistics
I/O Statistics
Display All Statistics

Product Support

START with no overlap | START with overlap | STOP | REFRESH

START with no overlap will zero collection set and start to run for 30 minutes with I/O waits not utilized by analog tasks.

START with overlap will zero collection set and start to run for 30 minutes with I/O waits utilized by analog tasks.

STOP will stop current collection and display collected information.

REFRESH will display already collected information. If collection is active, data will continue to be collected.

Status: Active Start: Fri Jul 21, 2000 04:30:22.187
Overlap Processing: On Refresh:Fri Jul 21, 2000 04:30:22.258
Sample Conditions: Run VARIABLE Sample Collection Time: 00:00:00.070

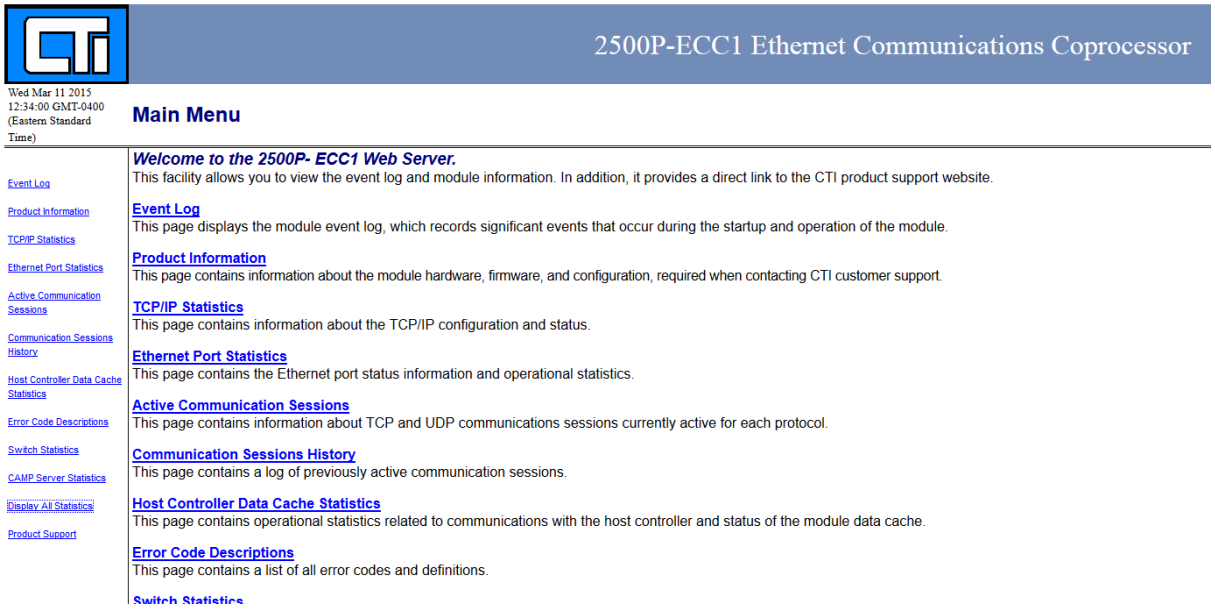
	Instance			Overall Sample		
-Element Name-	-Peak-	-Average-	-Count-	-USecs-	-Average-	Percent
Cyclic RLL 0	0	0.0	0	0	0.0	0.00
Normal Io	6390	4078.2	6	24469	4893.8	34.82
Profibus Io	0	0.0	0	0	0.0	0.00
Main RLL	908	322.6	5	1613	322.6	2.30
Special Func Io	964	513.0	5	2565	513.0	3.65
Analog Loops 34	0	0.0	0	0	0.0	0.00
Analog Alarms 6	0	0.0	0	0	0.0	0.00
Cyclic SF Prog 4	0	0.0	0	0	0.0	0.00
Priority SF Prog 4	0	0.0	0	0	0.0	0.00
Normal SF Prog 2	0	0.0	0	0	0.0	0.00
Ladder SF Sub 2	0	0.0	0	0	0.0	0.00
Ladder SF Sub0 2	0	0.0	0	0	0.0	0.00
Normal Comm 2	0	0.0	0	0	0.0	0.00
Priority Comm 3	0	0.0	0	0	0.0	0.00
Network Comm 5	0	0.0	0	0	0.0	0.00
DataServControl	2722	1667.8	5	8339	1667.8	11.87
Robert's ECC1-A 15	0	0.0	0	0	0.0	0.00
Robert's ACP1-A 5	5481	5268.4	5	26342	5268.4	37.49
Diagnostics	39	39.0	5	195	39.0	0.28
Scan Overhead				6742	1348.4	9.60
Scan Total	15970	14053.0	5	70265	14053.0	100.00

Scan Overlap Processing Distribution

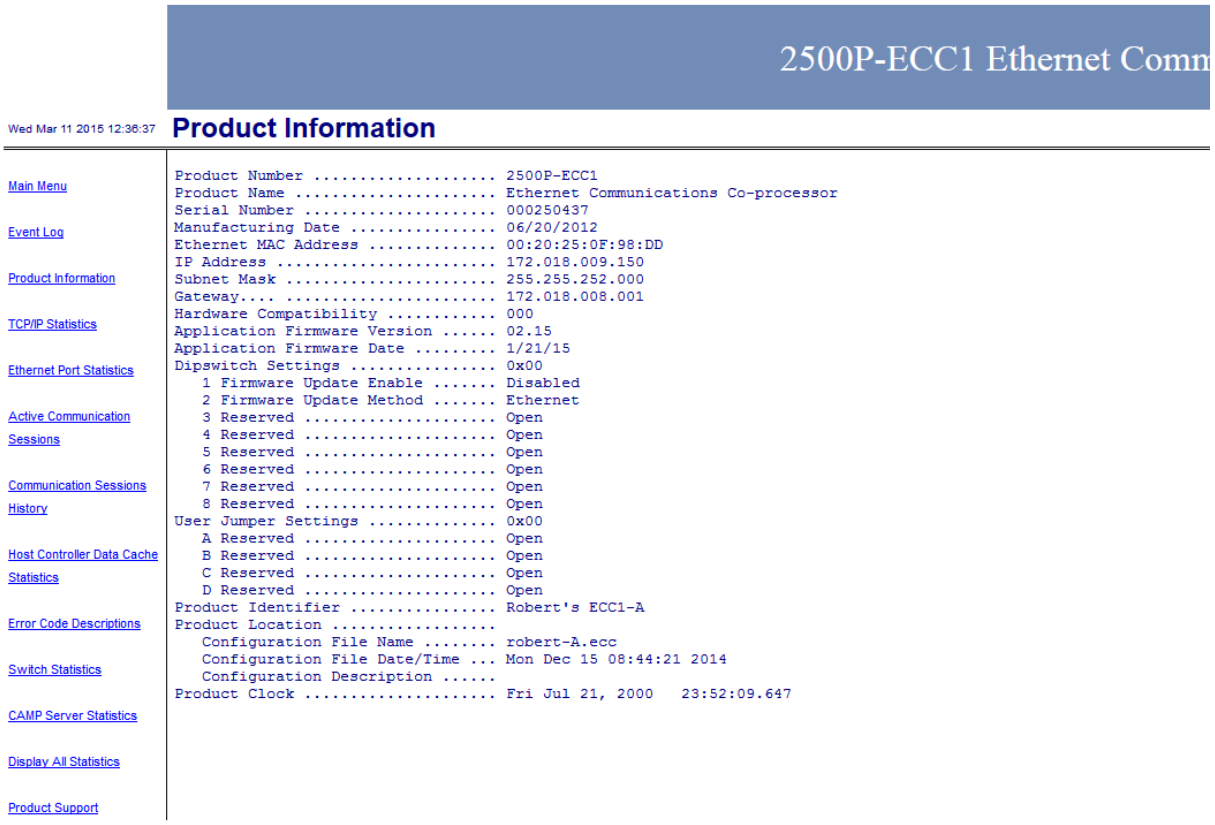
(0)	0	(1)	5	(2)	0	(3)	0	(4) 0
(5)	0	(6)	0	(7)	0		(Other)	0

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.

2. 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.

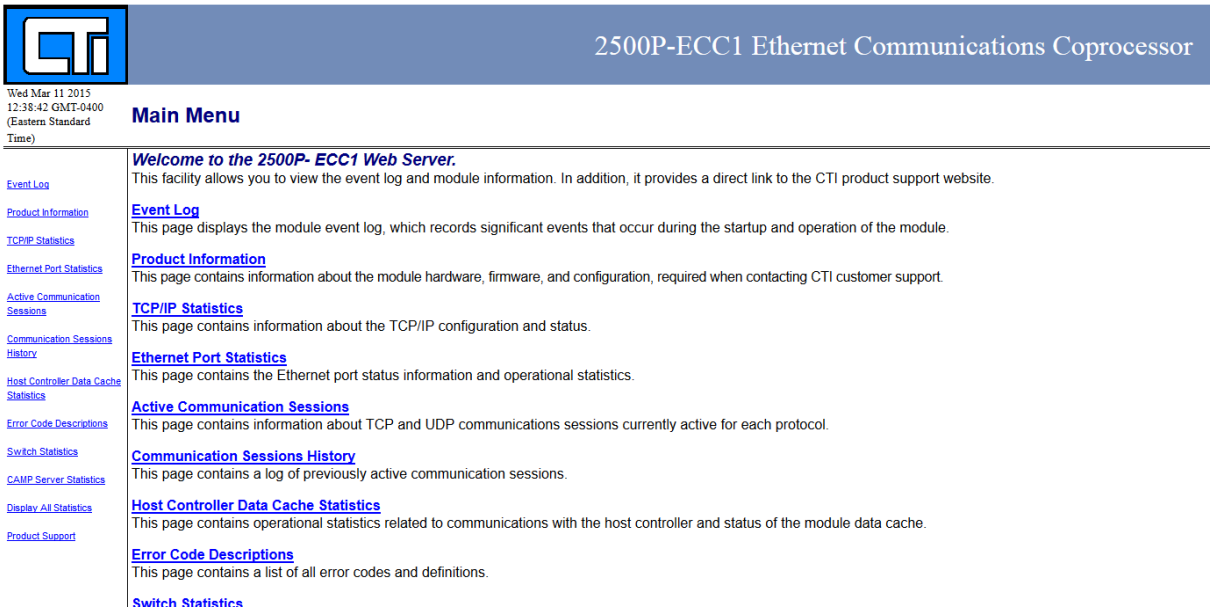


Click on “Display All Statistics”. You’ll get a page like this one:

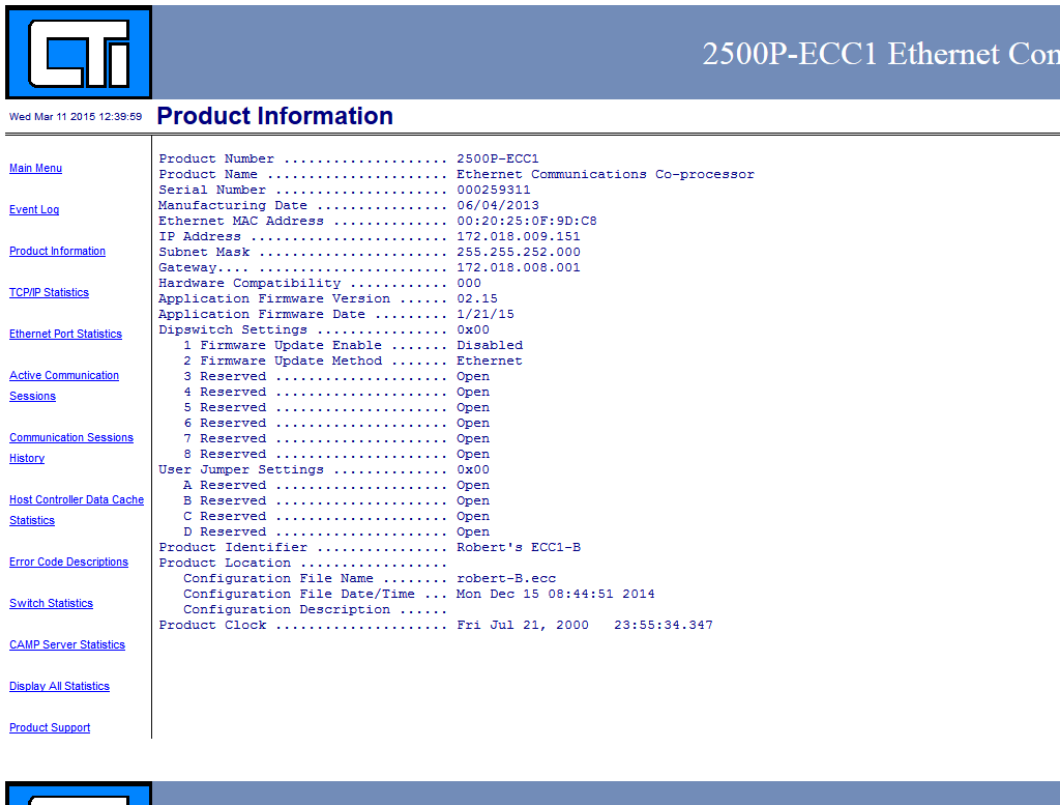


If using Firefox browser, click File, Save Page As, Web Page Complete. Save the file to a location you can access later. If using Internet Explorer, click File, Save Webpage, and save as type Web Archive single file.

3. 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.



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



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