CalMAN

Setup Guide

CalMAN Error Logging

Rev. 1.1

Introduction

 When CalMAN generates an error, it is often due to a failure of CalMAN to communicate properly with an external hardware or software device. If you do encounter a CalMAN error, it is often helpful to enable CalMAN's full logging options while you recreate the problem.

CalMAN is capable of logging the operations that occurred prior to and during error conditions. CalMAN has extensive error logging options that are not normally enabled, to minimize disk utilization during normal operation.

After you have enabled full CalMAN logging and have recreated the original problem, the CalMAN log file can be sent to SpectraCal Support. This will usually assist the CalMAN support and development team in troubleshooting the issue to provide the necessary solution and/or temporary work-around.

CalMAN Full Log

To collect a CalMAN log file with full logging enabled:

1. On the CalMAN main menu, select "Logging."

2. On the *Logging* dialog, enable all the *Logging Options*.

3. Close the *Logging* dialog.

4. Run through the same CalMAN processes that previously resulted in a CalMAN error. Repeat the processes, if necessary, until the error occurs.

5. If the error results in CalMAN closing, re-open CalMAN.

6. On the CalMAN main menu, select "Logging."

7. On the *Logging* dialog, double-click the log file at the top of the *Log Files* list. This will result in the log file being opened in Notepad.

8. Save a copy of the log file to a convenient location (e.g. the Desktop).

9. Disable all *Logging Options* except "Errors."

10. Generate an email to support@spectracal.com. Describe the CalMAN measurement or calibration conditions that resulted in the error and attach a copy of the CalMAN log file.

CalMAN 255 Debug Log

In a few specific cases, CalMAN support personnel may request an extended log file known as a "CalMAN 255 debug log." If you are requested to gather this type of log file, do the following:

1. Close CalMAN.

2. Navigate to the following directory on the CalMAN computer:
    C:\ProgramData\SpectraCal\CalMAN xxxxx\Logs

3. Sort the log files by "Date modified" to identify and open the current date log file. (If there is not a current date log file, open and close CalMAN first, to create a current date log file.)

4. Edit line two of the current date log file to read "Level = 255" (the default is Level = 1).

5. Save and close the log file.

6. Open CalMAN (click OK on each of the small message boxes that appear).

7. Run through the same CalMAN processes that previously resulted in the error/issue of interest. Repeat the processes, if necessary, until the issue occurs.

8. If the issue results in CalMAN closing, re-open CalMAN.

9. On the CalMAN main menu, select "Logging."

10. On the *Logging* dialog, double-click the log file at the top of the *Log Files* list. This will result in the current date log file being opened in Notepad.

11. Save a copy of the log file to a convenient location (e.g. the Desktop).

12. Generate an email to support@spectracal.com. Describe the CalMAN measurement or calibration conditions that resulted in the error and attach a copy of the CalMAN log file.

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