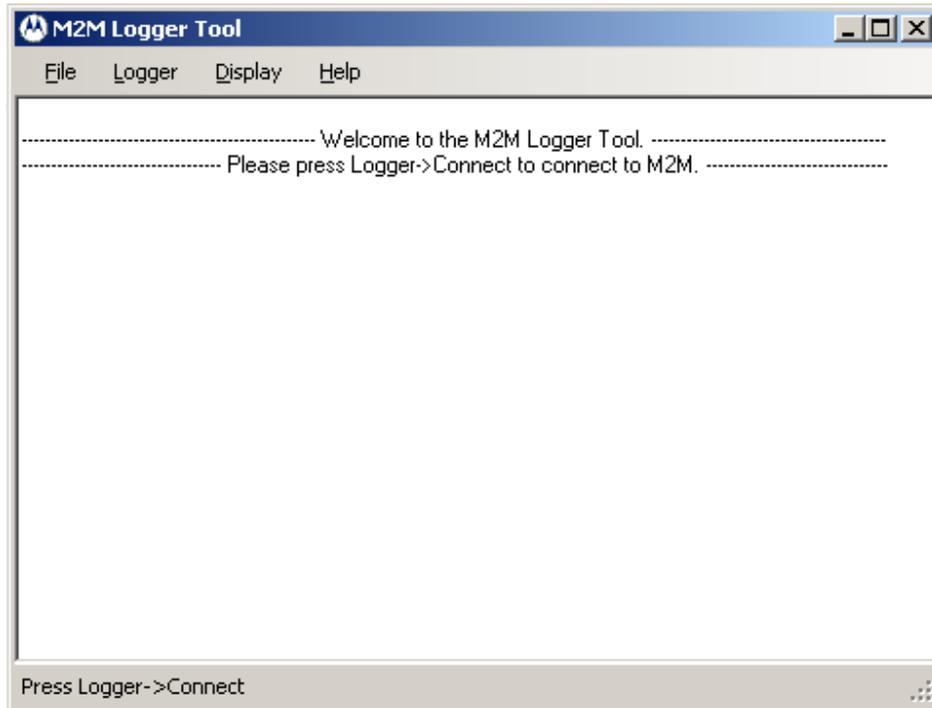


Motorola M2M Logger Tool



Motorola M2M Logger Tool User Manual V 1.3 September 7

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1 Purpose

This document will guide you on how to use the M2M Logger Tool.

2 Overview

The M2M Logger Tool is used to capture log messages from Motorola H24 and C24 wireless modules. The logger runs on a Microsoft Windows machine and connects to the wireless module using USB connection.

3 System requirements

- Windows XP/2000 operating system.
- .NET Framework (Most PCs have this. If needed, can be downloaded from: <http://www.microsoft.com/.NET/>)
- USB Connection to H24/C24 module + Evaluation Board.

4 Installation

Launch “M2M LoggerSetup.exe” and follow instructions. You will have the option to install C24 or H24 USB drivers.

5 USB Drivers

USB drivers are included in the installation. It can also be found after installation in
C:\Program Files\Motorola\M2M Logger\Drivers

6 Taking Logs

In order to take logs, follow the following procedure:

1. Connect the H24/C24 module to the PC using USB connection (the module should enumerate as “Motorola USB Modem” in Windows’s device manager).
2. Launch M2M Logger Tool.
3. Press Logger->Connect.
4. Select the COM port of the logging port. In order to know the COM port number, go to Window's device manager -> Ports, and use the COM port number of the "Motorola Diagnostics Interface".
5. Press Logger ->Set logging configuration to set the logging ports configuration (xml file). Select one of the configuration files as instructed by Motorola's technical support. The configuration files are located at:
C:\Program Files\Motorola M2M Logger\Configuration files
6. Press Logger ->Start logging.
7. The log will be continuously dumped to temporary file.
8. After required log was taken, press Logger ->Stop logging, to stop log retrieval.
9. Press File->Save as DLF, to save the log to a file. Important: If you will not save the log, it will be lost when you exit the logger.
10. Press Logger->Disconnect, to disconnect the device.
11. Logs should be sent to Motorola’s M2M support team for further analysis. Press “Ask a question” at <https://developer.motorola.com/techresources/techsupport/> and send us the log.

7 Taking Out Dump File Usage (H24 only)

In order to take out the dump files from H24 device logs, follow the following procedure:

1. Connect the H24 module to the PC using USB connection (the module should enumerate as “Motorola USB Modem” in Windows’s device manager).
2. Launch M2M Logger Tool.
3. Press Logger ->Connect.
4. Press Logger ->Dump file->Read to read dump files from the device to PC. A folder browser will be display to choose the directory the dump files will be copied.
5. Press Logger ->Dump file->Delete to delete dump files from the
6. Press Logger->Disconnect, to disconnect the device.

Logs should be sent to Motorola’s M2M support team for further analysis. Press “Ask a question” at <https://developer.motorola.com/techresources/techsupport/> and send us the log.

8 Support

For any issues with this tool, you can get support at:

<https://developer.motorola.com/techresources/techsupport/>