

Exporting Diagnostic Logs

AGRICULTURE

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TRIMBLE RESELLER CONFIDENTIAL

Exporting Diagnostic Logs

As you use Precision-IQ and other applications on your display (such as FmX Plus), you'll notice the wide variety of information collected - such as vehicle and operator data, materials used, tasks completed, and much, much more.

On occasion, you may encounter an issue with the application where you will engage with Trimble Support. Operating data is collected and saved as a **diagnostic log**. These logs can then be analyzed for problem resolution or general troubleshooting.

Typically, the data collected into a diagnostic file includes CAN, GPS, and program logs as well as TM200 and TMX program logs, if available. Follow the instructions below to export a diagnostic log and save to a USB drive.

1. Insert a USB drive into the USB port on the display. The diagnostic log file will be saved here.
2. Next, tap the **App Central** icon on the display's Launcher screen:

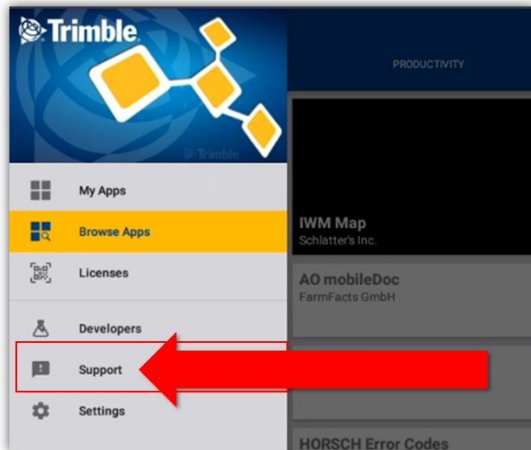


<http://agpartners.trimble.com>

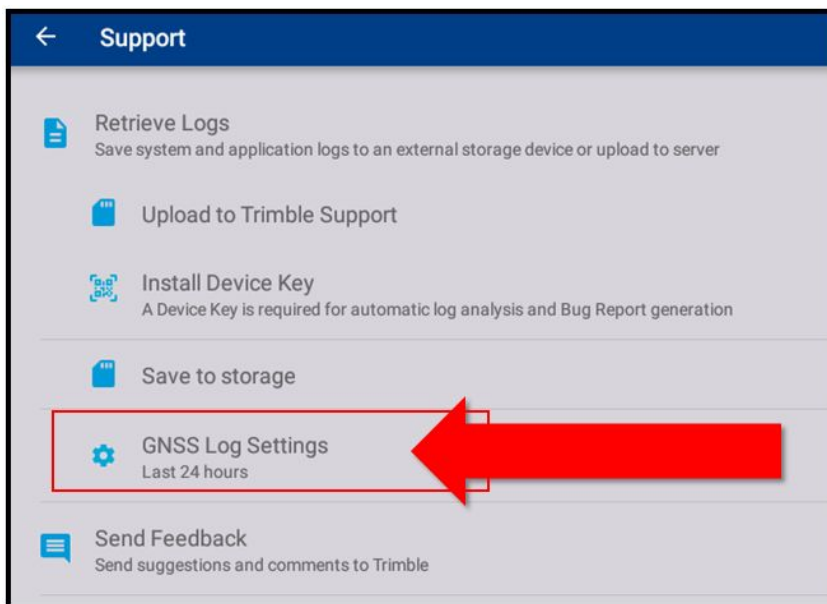
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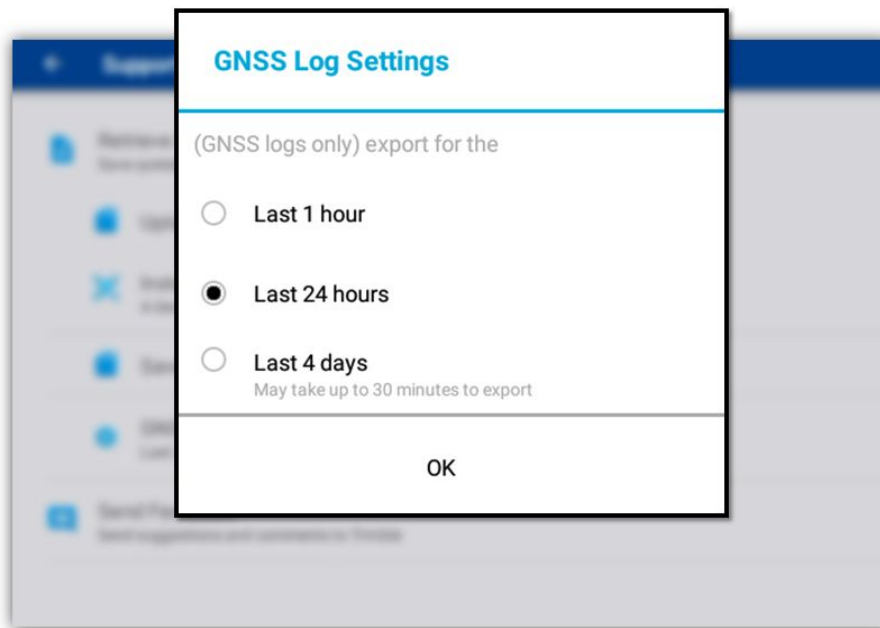
3. On the App Central screen, tap the **Menu** drop-down and select the **Support** item:



4. On the Support screen, tap **GNSS Log Settings**:



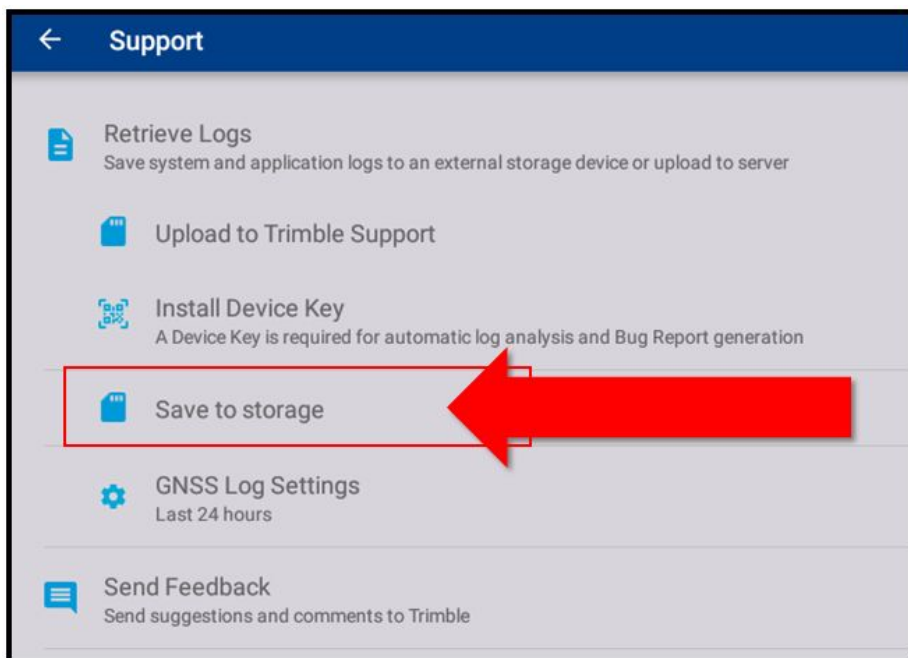
5. A Log Settings pop-up window will appear. From here, you'll select a time frame for the diagnostic log file. If you are saving a diagnostic file at the request of Trimble Support, then you will be provided a suggested time frame to select. For this example, select the **Last 24 hours** option. You can also select to Include GPS data:



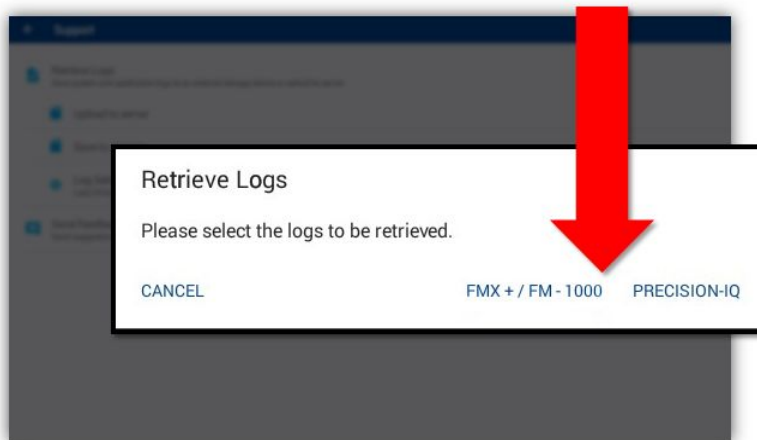
Note: If the problem you are trying to troubleshoot occurs outside of the four-day window, then you will need to reproduce the issue before you can save the diagnostic log.

Tap **OK** to close the Log Settings pop-up.

6. Tap the **Save to storage** option:

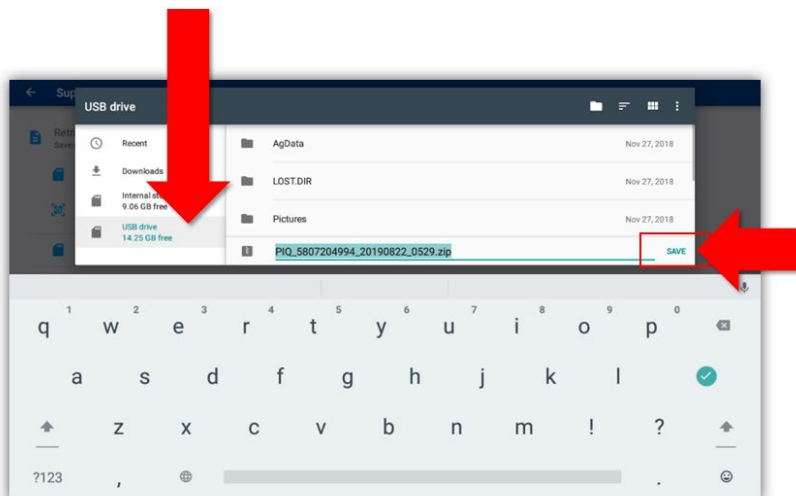


Depending on the application you have installed on the display, a pop-up will appear prompting you to select the application for which the diagnostic file will apply:



Trimble Support requires that if your customer is operating in the FMX+ app, that they capture the FMX+ log set along with the Precision-IQ diagnostic folder which contains the TM-200 and TMX program logs.

7. Tap the USB name and enter a file time or select the file name that the display automatically creates. Tap **Save**:



8. The display will update to show you the progress of the save. Once saved, you see a green check mark with a **Logs successfully saved** message.
9. Remove the USB drive.
10. Insert the USB drive into your computer and move the diagnostic file to your preferred file transfer system - such as Dropbox.

For More Information

Contact your local Trimble Ag Support at ag_support@trimble.com.