

Full Tracing Instructions for the RocketPort

If a Control tech support representative asks for a full set of traces to capture the problem experienced, these are the procedures to use.

The purpose of these traces is to get the data from several different locations to confirm that data in each location. All of these applications and utilities will need to be run on the PC that the driver and user application will be operated.

Each of the utilities has a different function and captures the data from different positions in the traffic structure. From the application installed in the PC to the driver to the serial port and the return trip, All of these utilities are supplied by Control.

Control ComSniff:

A serial port monitoring utility.

The Control ComSniff trace will capture data between the application on the PC and the DeviceMaster driver.

Click on the link to download the Control ComSniff utility:

ftp://ftp.comtrol.com/contribs/utilities/comsniff/comsniff_utility_1.04.msi

Control Tracectrl:

A Driver debugger.

The Control Trace Control will capture activity in the DeviceMaster driver. This utility will only be used when specifically requested by the Control Tech Support Rep (rarely).

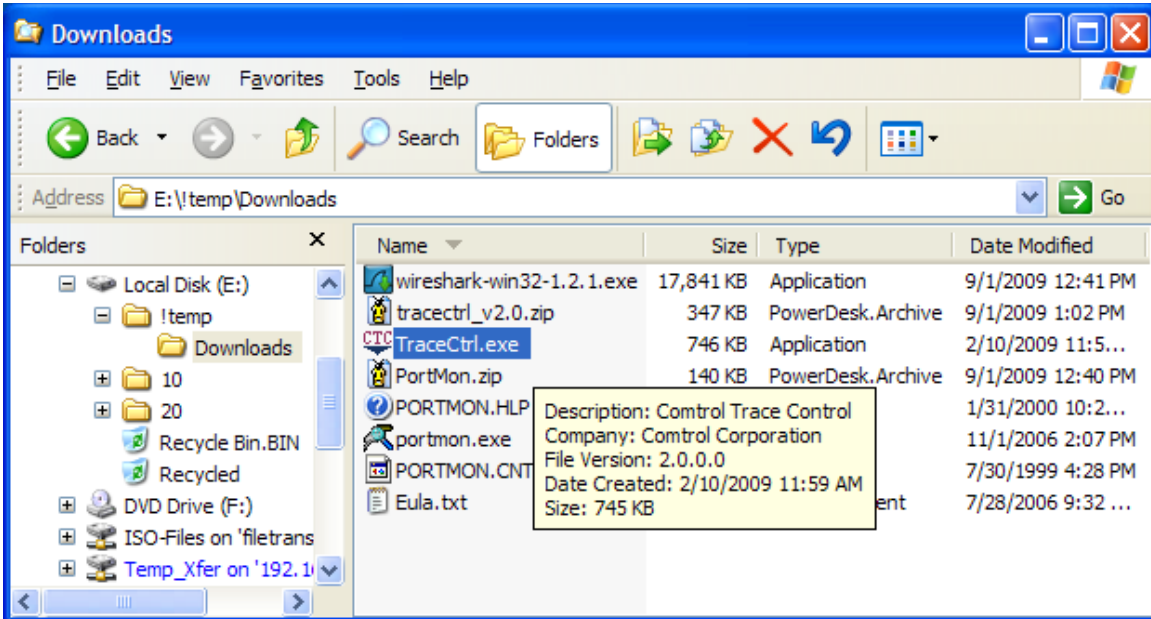
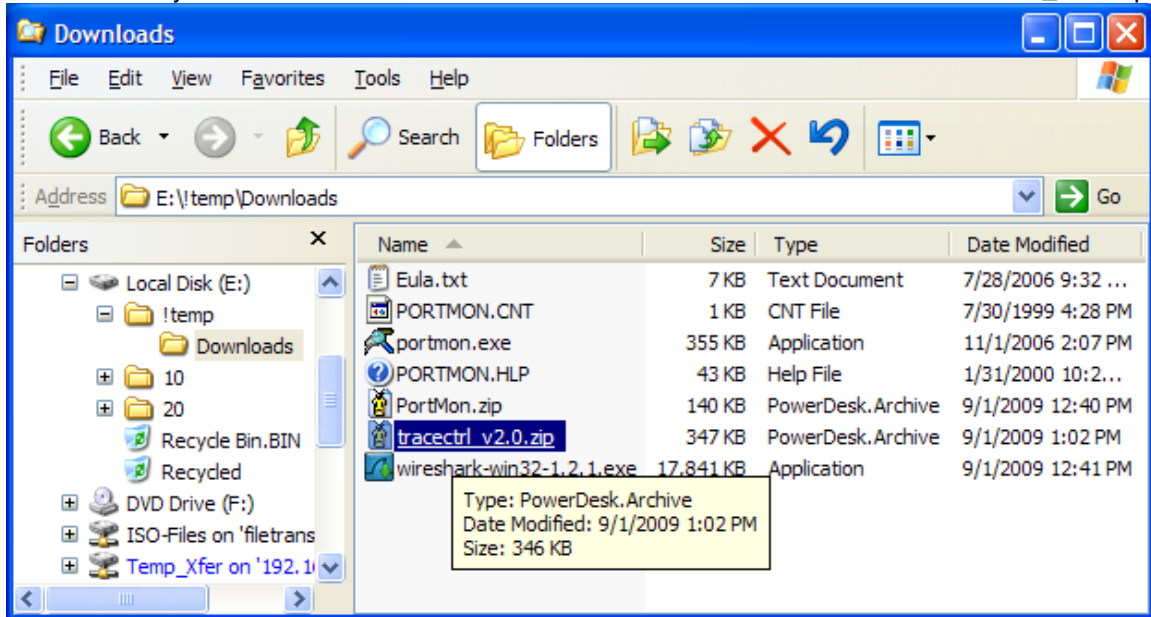
Click on the link to download the Control Trace Utility.

ftp://ftp.comtrol.com/contribs/utilities/universal_driver_trace/tracectrl_v2.0.zip

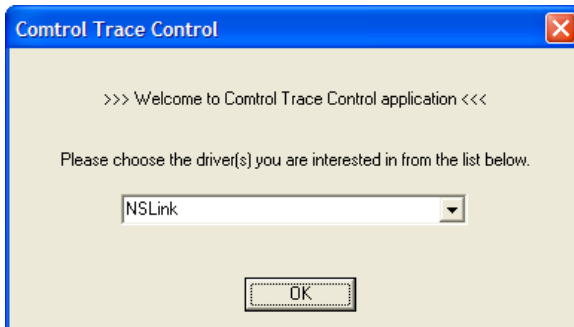
This file is optional and will only be required when specifically requested by the Control Support Rep.

Control TraceControl

This section is **optional and only necessary if requested by the Control Tech Support Rep.** In the directory the files have been downloaded to: Extract the downloaded file: tracectrl_v2.0.zip



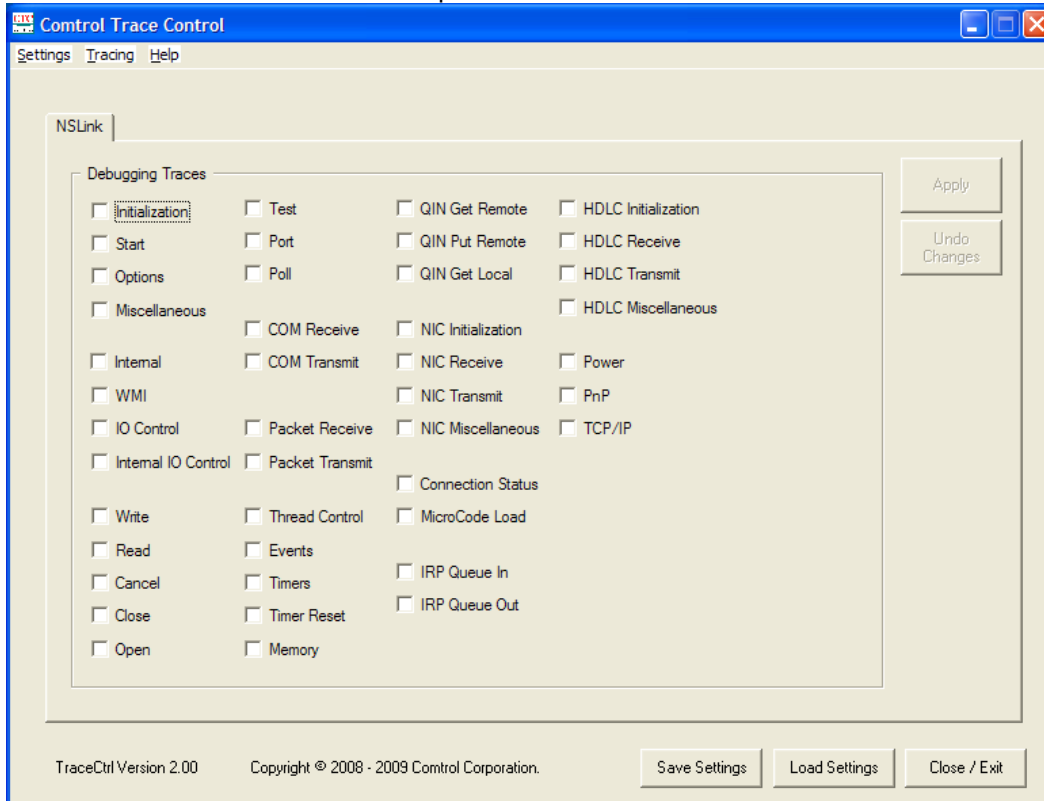
Run TraceCtrl.exe



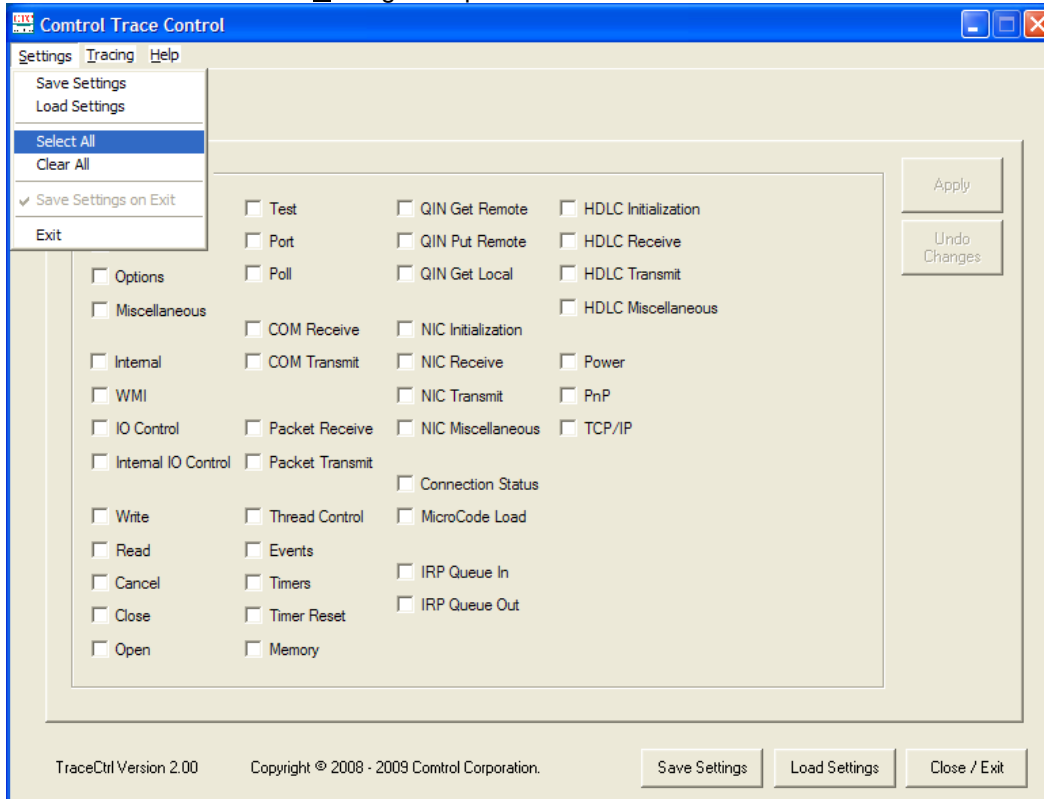
This example shows tracing the DeviceMaster driver (NSLink). Select the appropriate driver option for your circumstances from the drop down menu. Following screen shots may be different but should not be of concern.

If your driver is not listed, select it from the drop down list and select "OK"

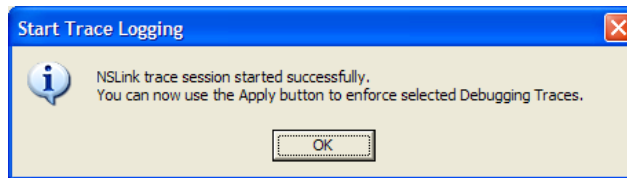
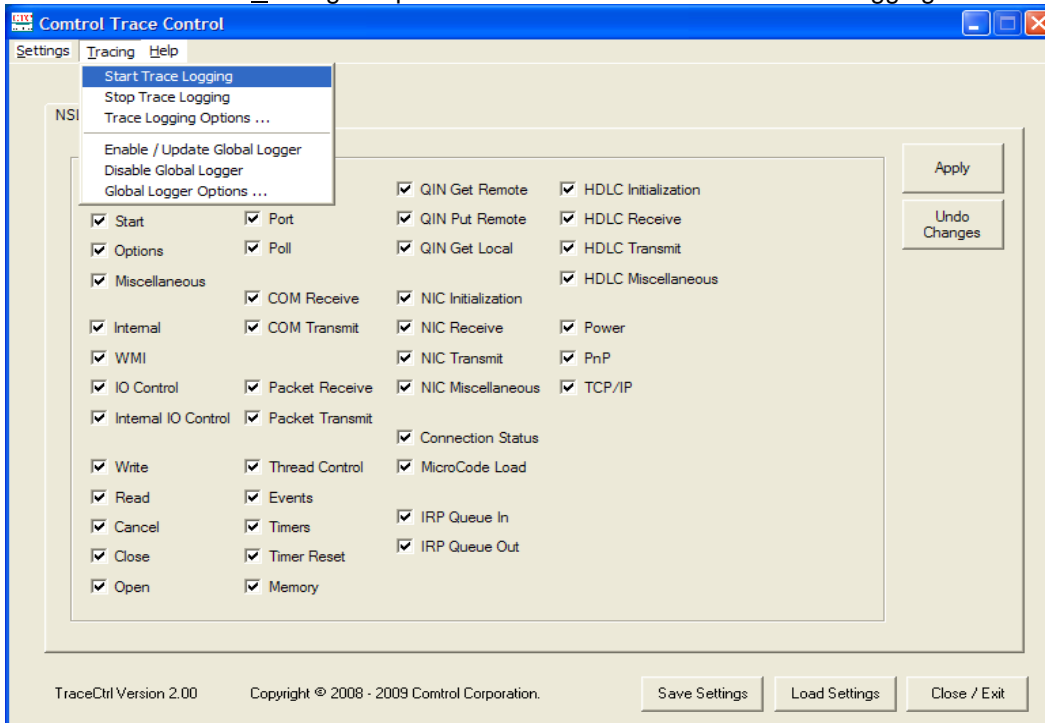
You will be presented with this window



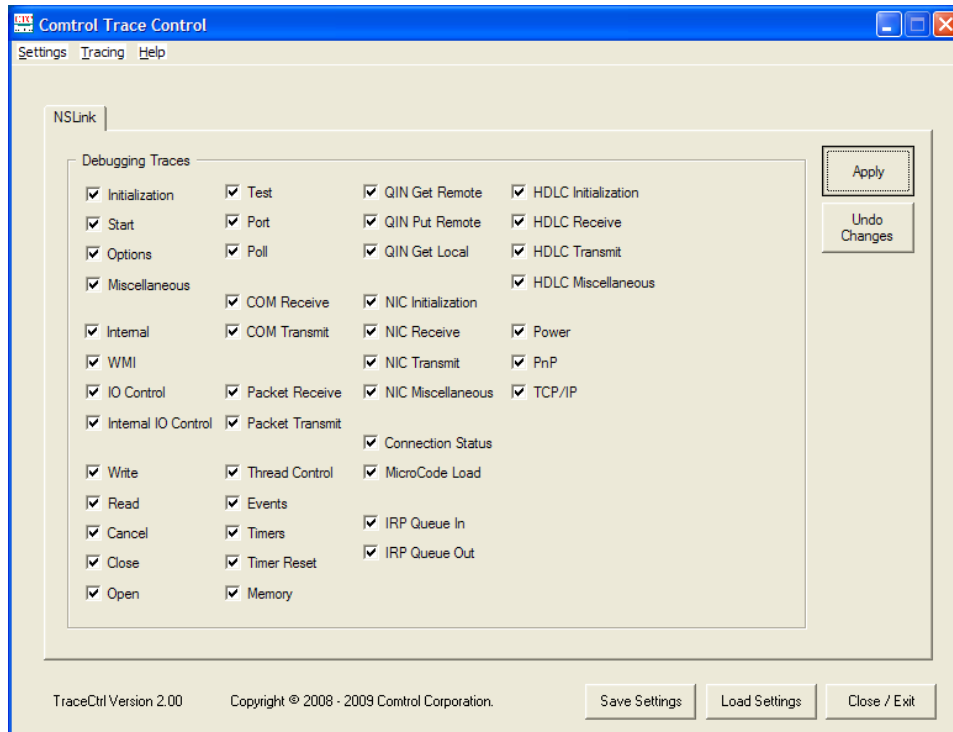
Select the "Settings" drop down menu and select "Select All"



Select the "Tracing" drop down menu and select "Start Trace Logging"



Click "OK"



Click "Apply"
Minimize the window.

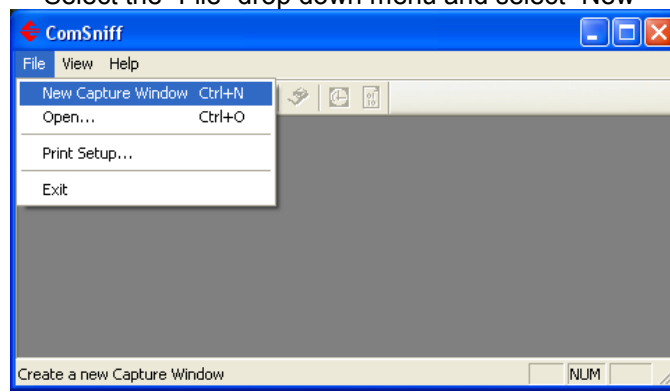
ComSniff

Now we can start the Control ComSniff utility.

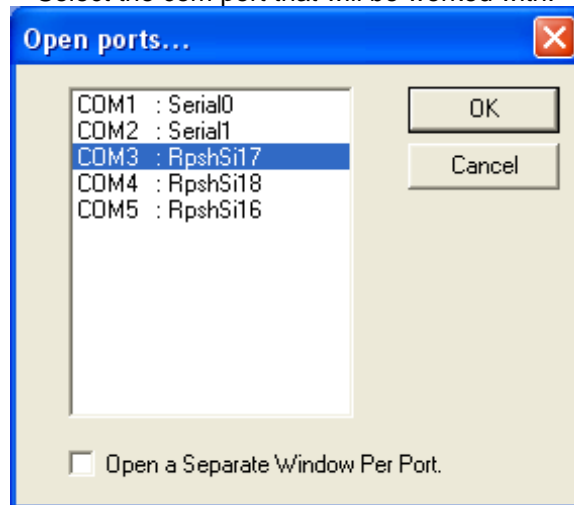
In the directory the files have been downloaded to:
Run the ComSniff_Utility_1.01.msi file and go with the defaults.

On the Desktop should be a new icon called ComSniff which may now be launched in the event that it was not launched by the installer.

Once started
Select the "File" drop down menu and select "New"



Select the com port that will be worked with.

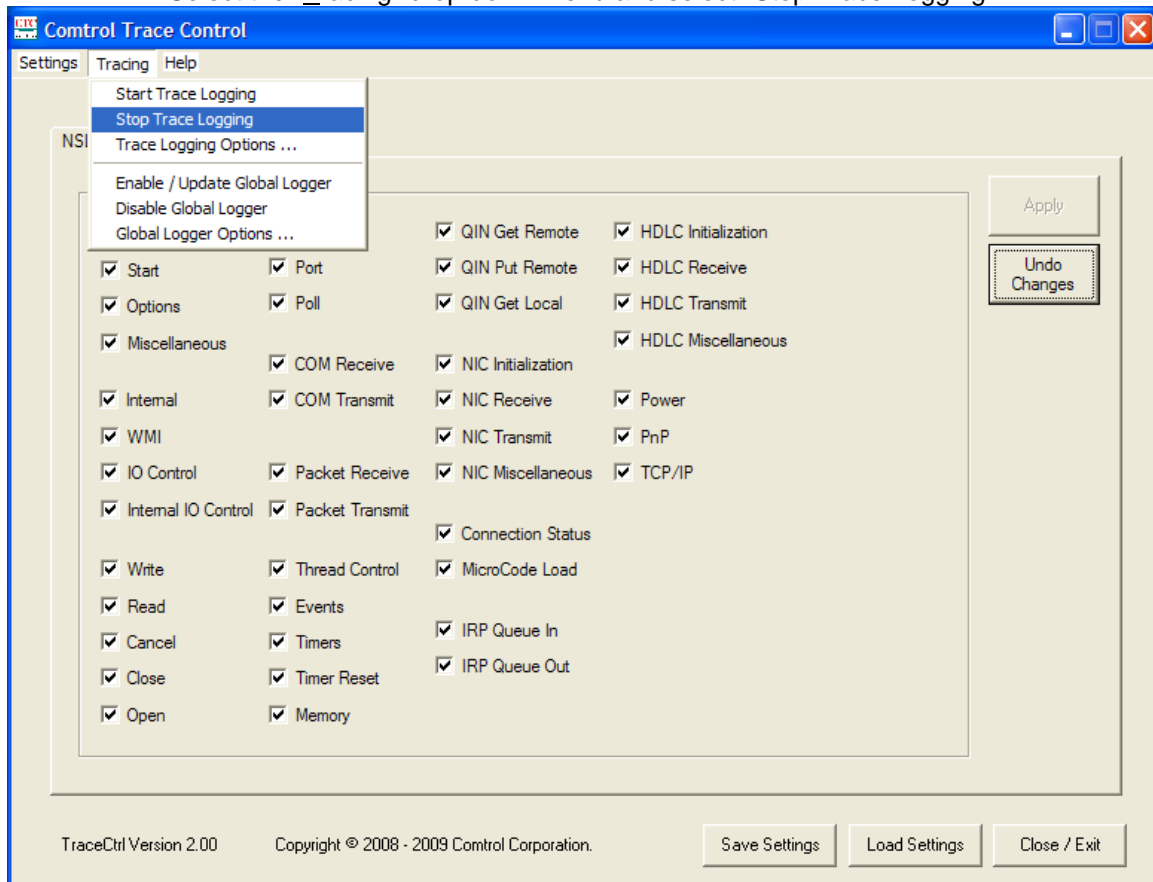


Click OK.

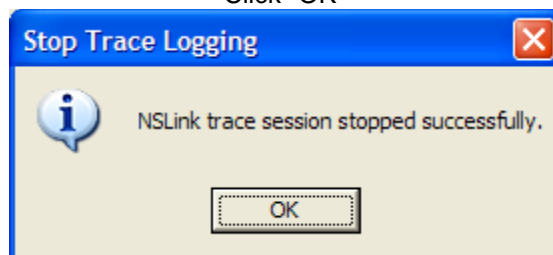
You may now minimize this utility. We will return to it upon completion of tracing.

Stopping and Saving the Log files

Maximize Control Trace Control.
Select the "Tracing" drop down menu and select "Stop Trace Logging"



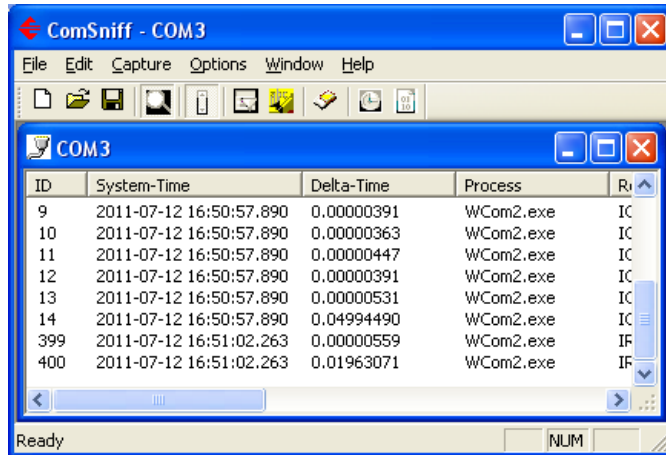
Click "OK"



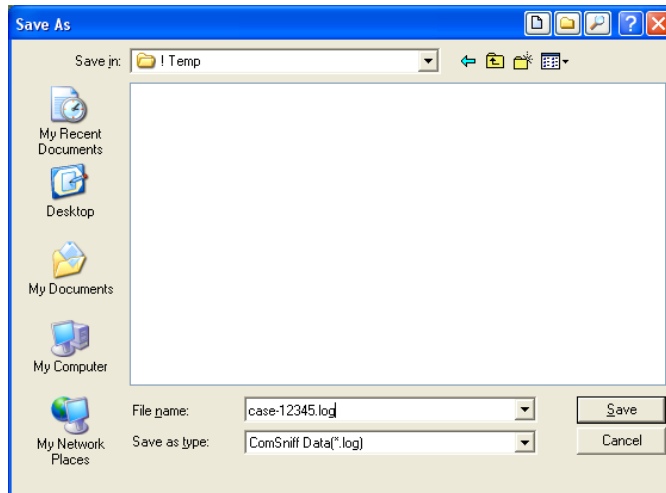
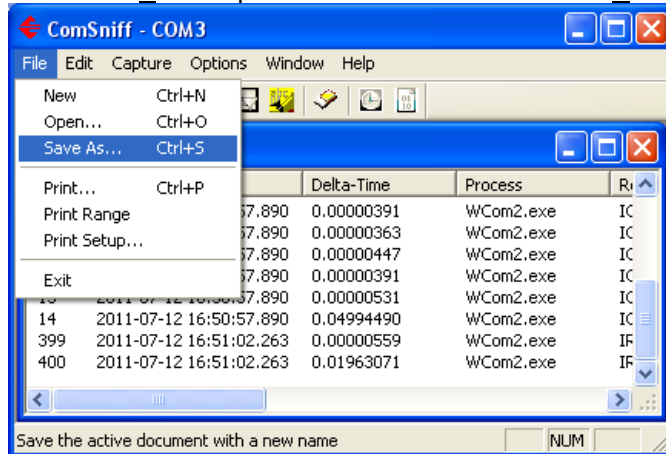
The file created automatically by the Control Trace Control will be found in the root of the C drive. This file will be C:\Control\driver\Trace.etl where "driver" will be replaced with the driver selected from the drop down menu above. The file will have an extension of .etl.

Please zip this file and send to your Control Support Representative along with any other requested files.

Once the test process is complete:
Restore ComSniff



Select the "File" drop down menu and select "Save As..."



For the file name please include the case# or your name.
Click "Save"
Close ComSniff.

The ComSniff file is at the user selected save location with a .log extension
Please zip this file and send to your Control Support Representative along with any other requested files.