

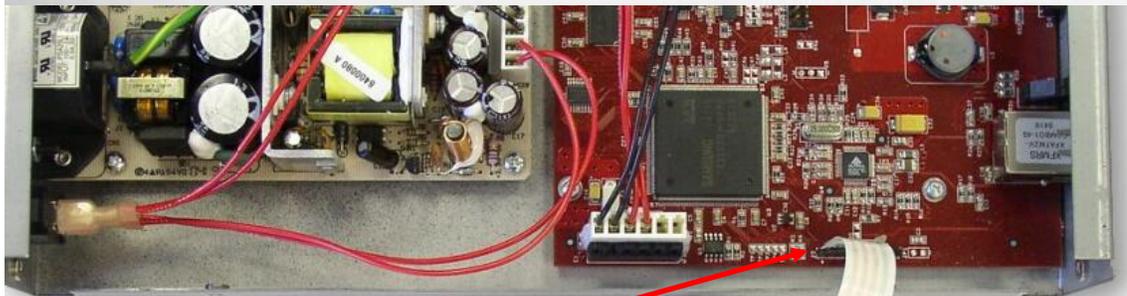
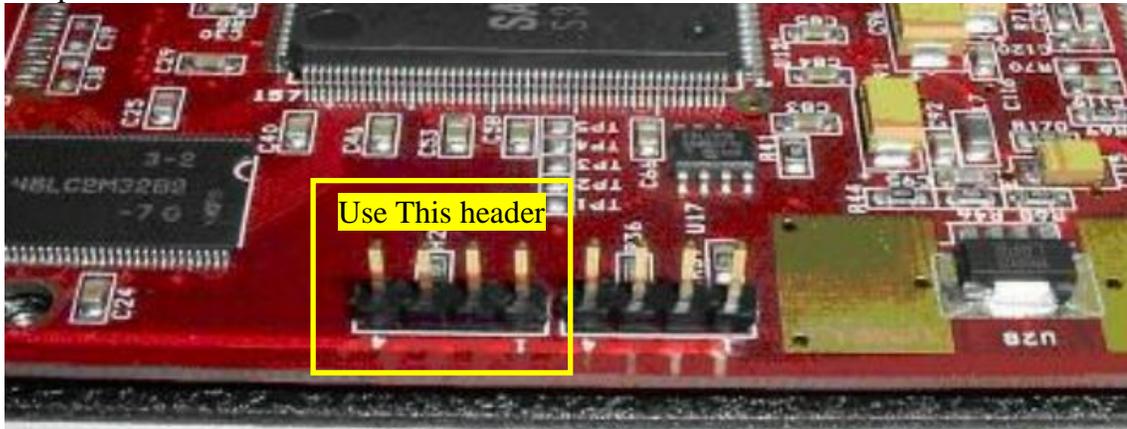
## Trace the DeviceMaster Debug port using the Dongle

Stop the application that collects data from the serial ports.

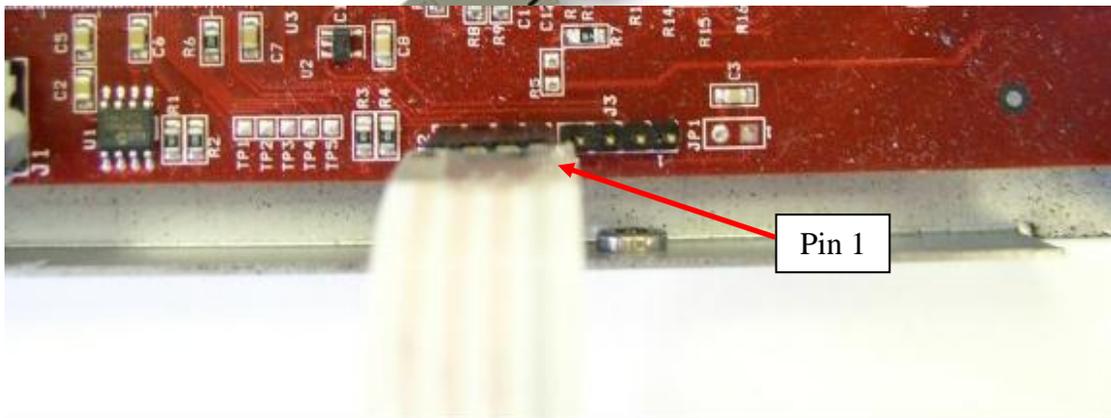
Remove power to the DeviceMaster and remove the top cover.

Attach the Dongle to the 4 pin header port **J2** giving attention to the pin numbers and connecting pin 1 to pin 1.

The pin headers are in the same location on all models of the DeviceMaster and will be found on the left edge.



Pin 4



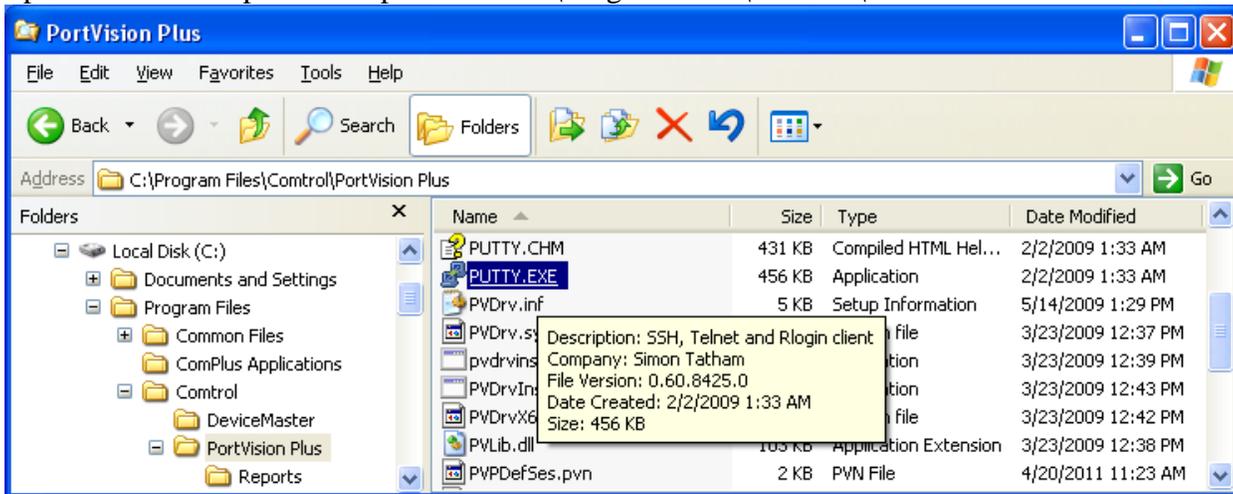
Pin 1

F  
r  
o  
n  
t  
  
o  
f  
  
D  
e  
v  
i  
c  
e  
M  
a  
s  
t  
e  
r

Attach a null modem cable to the Dongle. Attach the other end of the null modem cable to the serial port on the PC. Generally this will be com1 or com2

## Using PuTTY included in PortVision Plus and PortVision DX to capture data.

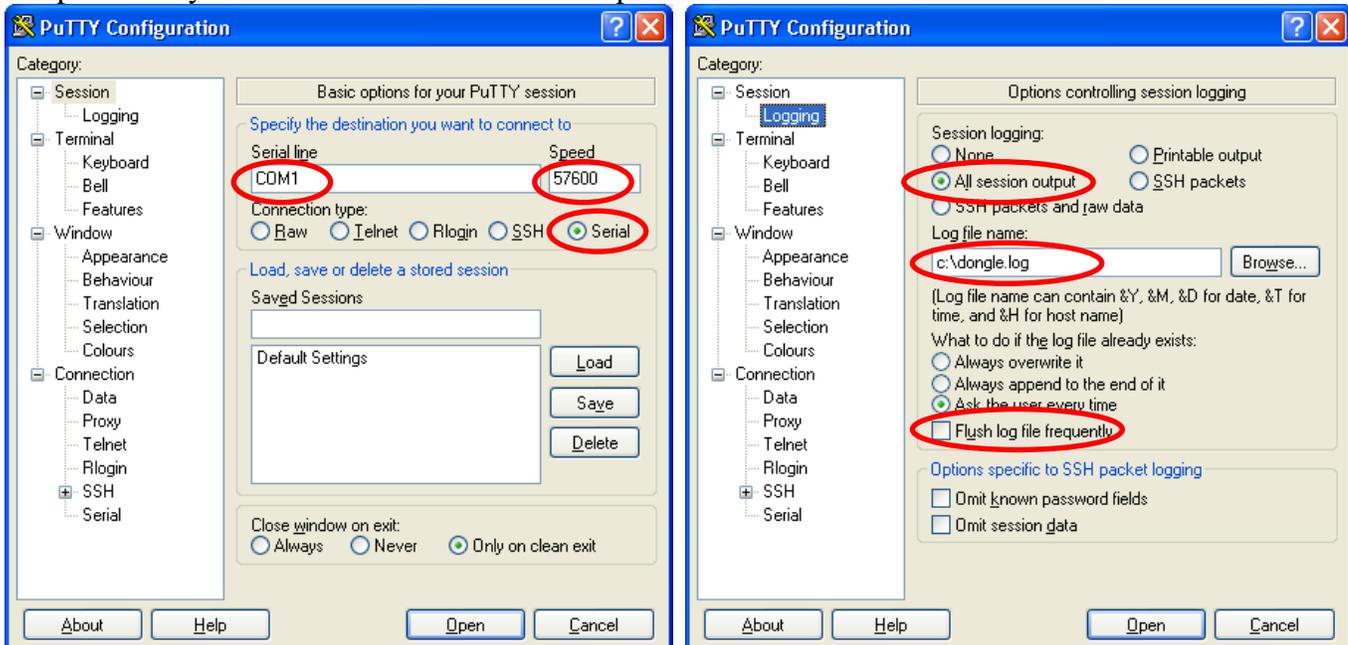
Open Windows Explorer and path to the C:\Program Files\Control\PortVision Plus folder



You will see a file called PUTTY.EXE which you will double click to launch

C:\Program Files\Control\PortVision Plus\putty.exe

Setup as PuTTY as shown in these two screen captures



Set the 'Connection Type:' option to Serial.

Enter the COM# the null modem cable is connected to, along with the Speed of 57600. This would generally be Com1 or Com2 in a PC.

Next select the **Logging** folder on the left.

For 'Session Logging' select "All session output"

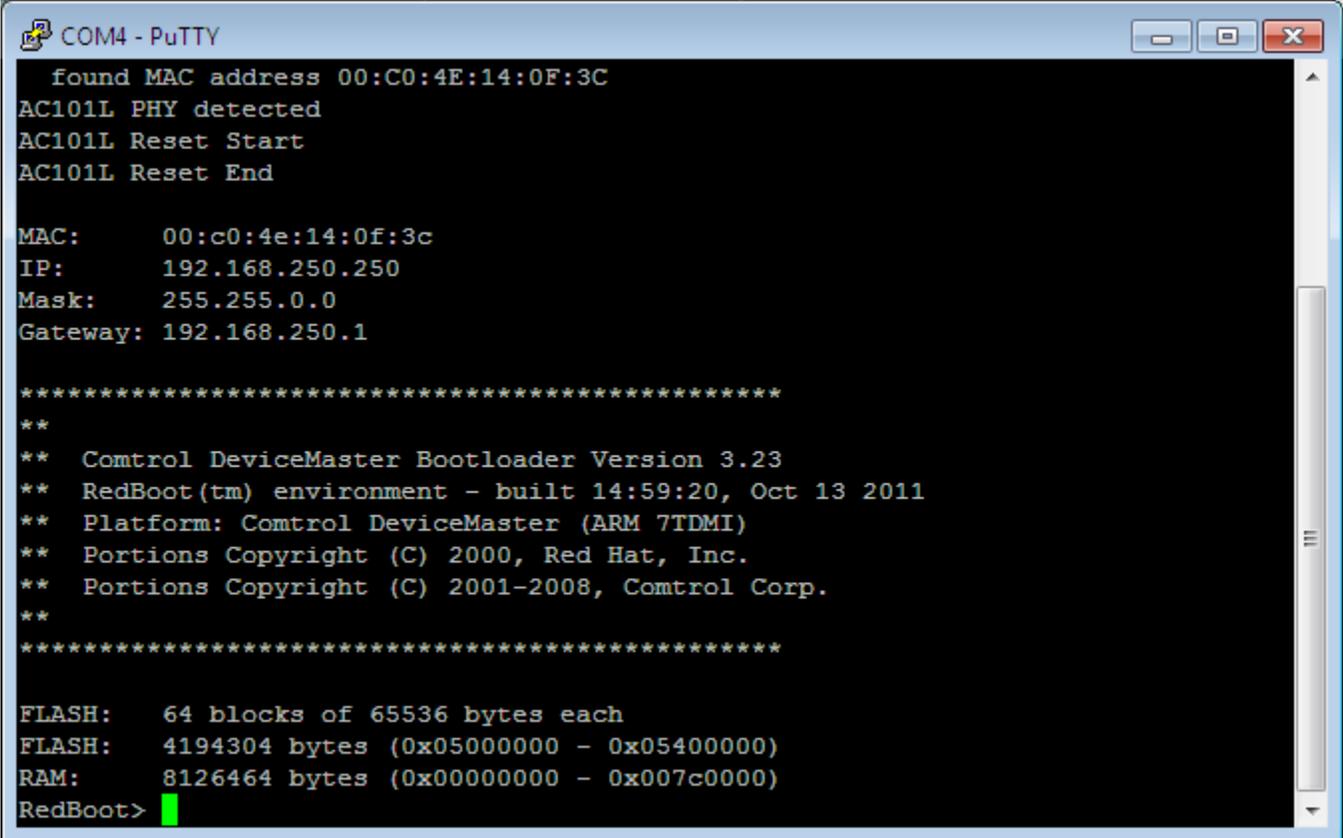
Enter the log file name as c:\dongle.txt

Remove the checkmark in the "Flush log file frequently"

These changed options will not be saved and must be re-entered each time this procedure is used.

Click the Open button.

Power on the DeviceMaster and you should see something similar to this:



```
COM4 - PuTTY
found MAC address 00:C0:4E:14:0F:3C
AC101L PHY detected
AC101L Reset Start
AC101L Reset End

MAC:      00:c0:4e:14:0f:3c
IP:       192.168.250.250
Mask:     255.255.0.0
Gateway:  192.168.250.1

*****
**
** Control DeviceMaster Bootloader Version 3.23
** RedBoot(tm) environment - built 14:59:20, Oct 13 2011
** Platform: Control DeviceMaster (ARM 7TDMI)
** Portions Copyright (C) 2000, Red Hat, Inc.
** Portions Copyright (C) 2001-2008, Comtrol Corp.
**
*****

FLASH:    64 blocks of 65536 bytes each
FLASH:    4194304 bytes (0x05000000 - 0x05400000)
RAM:      8126464 bytes (0x00000000 - 0x007c0000)
RedBoot>
```

If you do not see data on the screen, then one of the following needs to be corrected:

- The DeviceMaster is not powered on
- The wrong com port is selected
- The com port configuration is not as shown earlier (check the baud rate and com#)
- The cable is not a null modem cable
- The Dongle is not attached to the correct header on the DeviceMaster board
- The Dongle is not attached pin1 to pin1 on the DeviceMaster board

Once the PuTTY window opens and you see data, you may minimize the window for the moment. There will be no user commands entered in the window as it is a reporting window only and will not be returned to until all tracing is completed.

Wait for approximately 60 seconds then start the customer application that opens the serial ports and collects the data. The trace will show the activity generated with the opening and initialization of the ports. It will log an idle timer entry every 10 seconds plus other activity as it occurs.

Let the DeviceMaster and PuTTY terminal run until the error happens.

Once the issue presents itself and is captured by PuTTY, stop PuTTY and send the file that was created in the c:dongle.log to your Comtrol Technical Support Representative.

If when zipped, the file is less than 5meg in size, you may attach it to an email to your representative. If it is larger than 5meg, let your representative know so he can provide information on uploading the file to a password protected ftp site.