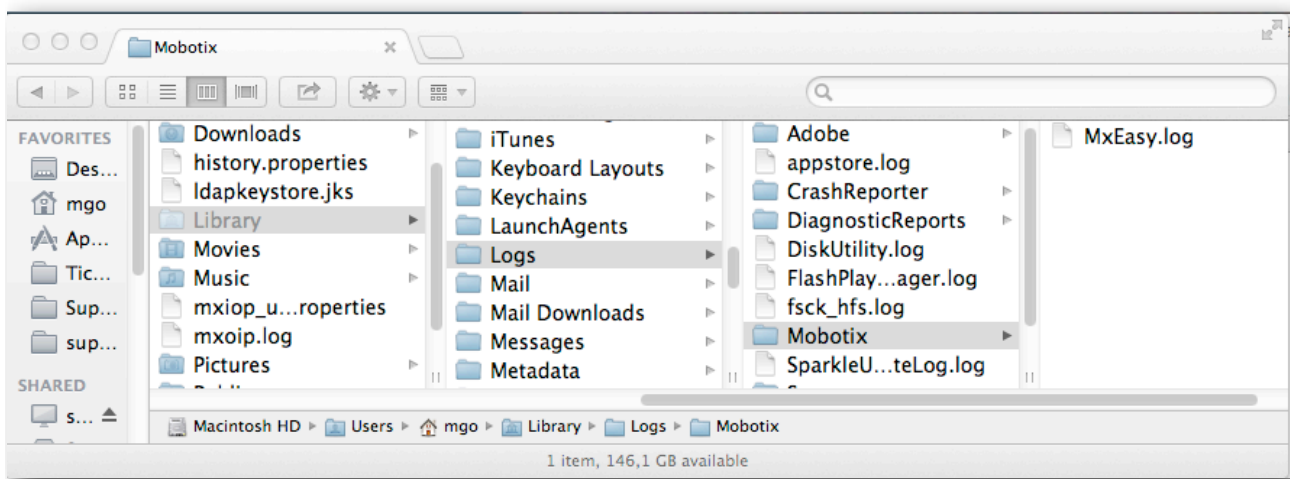# MxEasy Error Log

## 1. Introduction

The MxEasy Error Log is a Troubleshooting tool used by the MOBOTIX Support Team. When directed by a MOBOTIX Support Technician please follow the following procedure to activate the error log and email the results back to the technician for analysis.

## 2. Procedure

MxEasy does not create the MxEasy.log file automatically. The log file will need to be created manually and the program will start writing information to the file once it has been created. The following sub-sections explain how to do this when using OSX, and Windows.

### 2.1. Setting up the error log using OSX 10.8.5 and MxEasy 1.6.1.

The MxEasy.log file needs to be created under */Users/<username>/Library/Logs/MOBOTIX*. First make sure that MxEasy is not running then, in Finder go to >Go >Library >Logs and create a folder named "MOBOTIX" and then create the file "MxEasy.log" under that folder. Note that if you do not see Library under the menu item Go then press the alt key to make it visible. Once this is done start MxEasy and reproduce the steps necessary to duplicate the problem.



Caution: Do not leave the MxEasy error log activated for longer periods of time. The log file will continue to grow in size which can lead to a "disk full" situation where the operating system would need to be reinstalled!

## 2.2. Setting up the error log using Windows 7 and MxEasy 1.6.1.

The MxEasy.log file needs to be created under \Users\<username>\AppData\Local\MOBOTIX. First make sure that MxEasy is not running then, in Windows Explorer go to \Users\<username>\AppData\Local and create a folder named "MOBOTIX" and then create the file "MxEasy.log" under that folder. If you are unable to see the AppData folder you will need to change the Folder Options.  To change the Folder Options go to >Start >Control Panel >Folder Options >View tab and select Show Hidden Files, Folders, and Drives option. Once this is done start MxEasy and reproduce the steps necessary to duplicate the problem.
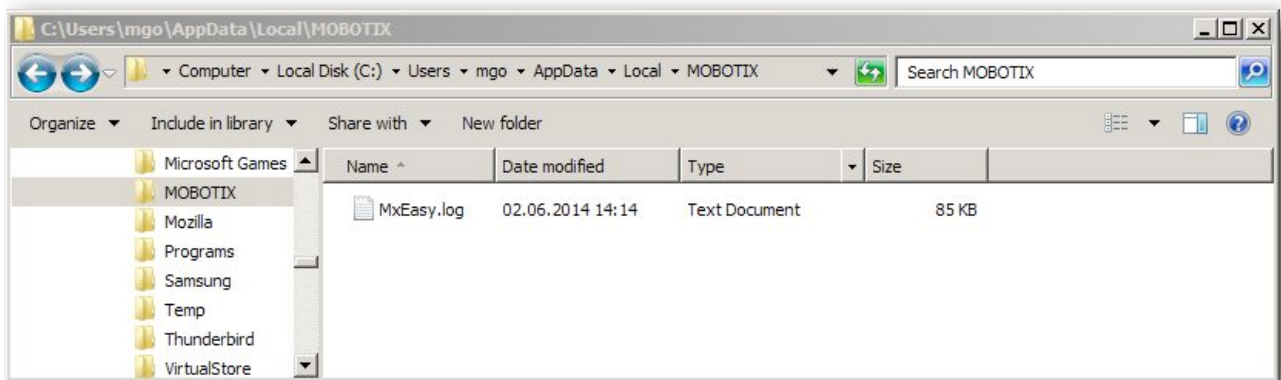


Caution: Do not leave the MxEasy error log activated for longer periods of time. The log file will continue to grow in size which can lead to a "disk full" situation where the operating system would need to be reinstalled!

## 3.    Conclusion

The MxEasy.log should be sent to MOBOTIX Support for further analysis. When sending in the log file to report a problem, make sure to also send in a report file from a camera, a detailed description of the fault, and a complete system description.