



## MOBOTIX Control Center Error Log

### 1. Introduction

The MOBOTIX Control Center 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

- Shut down any running instance of MxCC on the system.
- MxControlCenter does not create the MxControlCenter.log log file automatically. The log file will need to be created.

- Depending on the Windows version in use, open the following folder:

- Windows XP: %USERPROFILE%\Local Settings\Application Data\MOBOTIX\MxControlCenter\

- Windows Vista: %LOCALAPPDATA%\MOBOTIX\MxControlCenter\

- Windows 7: %LOCALAPPDATA%\MOBOTIX\MxControlCenter\

- Once you have found the correct folder, create an empty file named *MxControlCenter.log*
- When trying to troubleshoot/document a program malfunction, make sure the application does not restart automatically. Create a shortcut to start the program without automatic restarts by adding NoWatchdog:0 as a parameter to the Target example: “C:\Program Files\MOBOTIX\MxCC\MxCC.exe” NoWatchdog:0
- Start MxControlCenter and attempt to perform the steps needed to reproduce the error(s).
- Let MxControlCenter run until the error or performance problem occurs, then quit MxControlCenter.
- If you are only doing a one-time documentation of a particular error, move the MxControlCenter.log file to a different location, otherwise copy the file.

Caution: Do not leave the MxControlCenter error log activated for longer periods of time. This may fill the hard drive of the MxControlCenter workstation!

### 3. Conclusion

The MxCronrolCenter.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.