Download Logs

How to download all device logs through NEOc

Ref: D-0015110-EN-r1.0



Support handbook

1. Description

This is a brief manual about the steps the user have to follow to download all the log family available in a NEO series device using the software NEOc (NEO configurator).

2. Error log download

Login with the following credentials:

- User: default
- Password: 1234

Once logged in, click over "Search devices", and look for the equipment you want to connect to.

🗱 NEO Configurator - Start 🗶
NEW PROJECT
Search Devices
RECENT PROJECTS
Den selected
Browse files
FIRMWARE
Update Devices Firmware

When you've found the equipment in the network, get connected to it. For it, select the equipment you're going to work with and click over "Import system".

NEO Connaura					
Assign	Jnassign				
vstem Devices:	Export System	+ Add Device: N	EO8060 - 192.1	68.0.3	re Device
Device Model	Description	IP Address	MAC	FW Version	Last Seen
arch Devices:	Filter by model:	NEO8060 • 🗌 Fi	Iter by IP:	to	C Refresh
arch Devices: scovered Devices:	Filter by model:	NEO8060 - Fi	Iter by IP:	Change IP: 10.10	0.234.16 Factory reset
arch Devices: scovered Devices: Unlink Extensions	Filter by model:	NEO8060 • Fi	Iter by IP:	Change IP: 10.10	0.234.16 Factory reset
arch Devices: covered Devices: Unlink Extensions Device Model	Filter by model: Filter by model: Description	NEO8060 - Fi	Her by IP:	Change IP: 10.10	0.234.16 Factory reset
arch Devices: acovered Devices: Unlink Extensions Device Model NEO8060	Filter by model: Elimport Syste Description NEQ Controller	NEO8060 • Fi m + Add Device IP Address 192,168,13,216	Her by IP:	Change IP: 10.10	0.234.16 Factory reset
arch Devices: covered Devices: Unlink Extensions Device Model NEO8060 MPS8Z	Filter by model: Elimport Syste Description NEO Controller PA Mic	NEO8060 Fi Im IP Address 19214813216 1921-8813.216	Her by IP: Image: Pildentify Image: Pildentify MAC 80:1F:12:CC:6A:BC 2 2	Change IP: 10.10 FW Version v02.27.01.29 v0.01	0.234.16 Factory reset
arch Devices: scovered Devices: Unlink Extensions Device Model NEO8060 MPS8Z NEO8060	Filter by model: Filter by model: Filter by model: Filter by model: Description NEO Controller PA Mic NEO Controller	NEO8060	Her by IP:	to Change IP: 10.10 FW Version v02.27.01.29 v01.01 v02.29.01.30	0.234.16
arch Devices: scovered Devices: Unlink Extensions Device Model NE08060 MF58Z NE08060 NE08250E	Filter by model: Filter by model: Elimport Syste Description NEO Controller PA Mic NEO Controller NEO Extension	NEO8060	Her by IP: MAC 80:1F:12:CC:6A:BC 2 D8:80:39:58:85:62 00:1E:CC:DD:47:E4	to Change IP: 10.10 FW Version v02.27.01.29 v01.01 v02.29.01.30 v02.29.01.30 v02.29.03.00	C Refresh 0.234.16 ✓ Factory reset Last Seen 07/05/2021 12:13:1 07/05/2021 12:13:1 07/05/2021 12:13:1 07/05/2021 12:13:1
arch Devices: scovered Devices: Unlink Extensions Device Model NE08060 MPS8Z NE08050 NE08250E NE04500E	Filter by model: Filter by model: Filter by model: For the system Description NEO Controller PA Mic NEO Extension NEO Extension	NEO8060	Her by IP: MAC 80:1F:12:CC:6A:BC 2 D8:80:39:58:85:62 00:1E:C0:DD:47:E4 D8:80:39:58:66:E3	to iChange iP: 10.10 FW Version	C Refresh 0.234.16 Factory reset Last Seen 07/05/2021 12:13:1 07/05/2021 12:13:1 07/05/2021 12:13:1 07/05/2021 12:13:1 07/05/2021 12:13:1
arch Devices: scovered Devices: Unlink Extensions Device Model NE08060 MPS8Z NE08060 NE08250E NE04500E NE04500E	Filter by model: Filter by model: Escription NEO Controller PA Mic NEO Controller NEO Extension NEO Extension NEO Controller	NEO8060	Her by IP: MAC 80:1F:12:CC:6A:BC 2 D8:80:39:58:85:62 00:1E:C0:DD:47:E4 D8:80:39:58:86:63 D8:80:39:58:86:63 D8:80:39:58:86:63	to Change IP: 10.10 FW Version	C Refresh 0.234.16 C Refresh 0.234.16 C Refresh 0.234.16 C Factory reset Last Seen 07/05/2021 12:13:1 07/05/2021 07/05/2021 07/05/2021 07/05/2021 07/05/2021 07/05/2021 07/05/2021 07/05/2021 07/05/2021 07/05/2021 07/05/2021 07/05/2021 07/05/2021 07/05/2021 07/05/2021 07/05/2021 07/05/202 07/05/2021 07/05/202 07/05/05/202 07/05/202 07/05/202 07/05/202 07/05/202 07/05/202 07/05/2

The device whose log is wished to be downloaded must be selected on the main window. Click on the LOG tab.

In example, in this case we're going to download the NEO8060 log that is shown within the system:

🗱 newProject.neo - NEO Configurator v0.2.5.4									
Project View Tools Help									
System Devices	Configuration	Logs							
Microphones	Info	FlexNetId	Device	Description	Log Type	Duration			
E Microphones	Audio Inputs	001	NEO8060	Emergency log file	Emergency	0	• View		
PA Microphones	Power Amplifier Outputs	001	NEO8060	Fault log file	Fault	0	• View		
⊖ 💻 ● Controller	Cobranet - Inputs	001	NEO8060	Disarmed log file	Disarmed	0	• View		
(I) • 001 NEO8060	Cobranet - Broadcast	001	NEO8060	Device log file	Device	0	• View		
Extensions Accesories	Speaker Lines								
	Status Inputs and Outputs								
PA Zone Controllers	GPIO								
	Serial Ports								
	FlexNet								
	Access Control								
	PTT Config								
	Advanced								
	• View								
	Logs								

Select the kind of log you want to read:

- Emergency Log: You'll be able to check all the times the equipment has got in emergency.
- Fault Log: You'll be able to read a little summary of the equipment faults.
- Disarm Log: You'll be able to see those channels that has been disarmed.
- Equipment Log: You'll be able to read a detailed equipment faults and errors entry.

Note: All the logs only could be downloaded from the NEO8060 device. The remaining system devices only has an isolated equipment error log available.

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Project View Tools Help									
System Devices	Configuration	Logs							
Microphones	Info	FlexNetId	Device	Description	Log Type	Duration			
E Microphones	Audio Inputs	001	NEO8060	Emergency log file	Emergency	0	• View		
PA Microphones	Power Amplifier Outputs	001	NEO8060	Fault log file	Fault	0	• View		
Controller	Cobranet - Inputs	001	NEO8060	Disarmed log file	Disarmed	0	• View		
O01 NEO8060	Cobranet - Broadcast	001	NEO8060	Device log file	Device	0	• View		
Extensions	Speaker Lines								
	Status Inputs and Outputs								
PA Zone Controllers	GPIO								
	Serial Ports								
	FlexNet								
	Access Control								
	PTT Config								
	Advanced								
	O View								
	Logs								

Select the highlighted log with a 0 day term to download the full stored log. Select on "Save..."

🗱 NEO Configurator - Log : DEVICE[NEO8060 @ 192.168.13.10]									
♥View ■Save									
Logs		days							
ľď	Device		Description		Input	IP Address	Date	^	
0298	NEO8060	E	Error ACSI link with VAP		1094	192.168.13.10	07/13/2021 - 09:40:00		
0297	NEO8060	1	Vissing VAP at ACSI addr #1		1086	192.168.13.10	07/13/2021 - 09:40:00		
0296	NEO8060	E	Error open circuit on Line #1		1214	192.168.13.10	07/13/2021 - 09:39:00		
0295	NEO8060	E	Error EMG power supply		1056	192.168.13.10	07/13/2021 - 09:39:00		
0294	NEO8060	E	Error main power supply		1055	192.168.13.10	07/13/2021 - 09:39:00		
0293	NEO8060	:	=== ERRORS RESET ===		1302	192.168.13.10	07/13/2021 - 09:39:00		
0292	NEO8060	E	Error open circuit on Line #1		1214	192.168.13.10	07/13/2021 - 08:54:00		
0291	NEO8060	E	Error open circuit on Line #1 (Solved)	1214	192.168.13.10	07/12/2021 - 12:18:00		
0290	NEO8060	E	Error open circuit on Line #1		1214	192.168.13.10	07/12/2021 - 12:14:00		
0289	NEO8060	E	Error ACSI link with VAP		1094	192.168.13.10	07/12/2021 - 12:14:00		
0288	NEO8060	1	Vissing VAP at ACSI addr #1		1086	192.168.13.10	07/12/2021 - 12:14:00	~	
C:\Use	ers\amonte	es\Documents\	NEOc\NEOcLogs						
🗇 Bro	wse	🛃 Load							
Devic	e	File	Log Type	Duration (day	s)	IP Address	Date		
								111	

Logs are default saved in the following path:

C:\...\Documents\NEOc\NEOclogs