

Download Logs

How to download all device logs through NEOc

Ref: D-0015110-EN-r1.0



Download Logs

1. Description

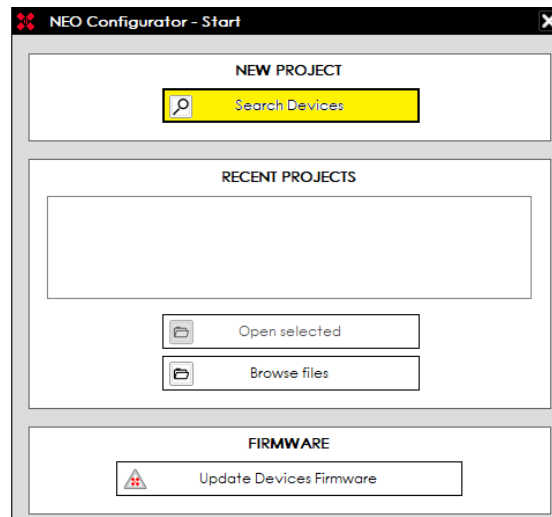
This is a brief manual about the steps the user have to follow to download all the log family available in a NEO series device using the software NEOc (NEO configurator).

2. Error log download

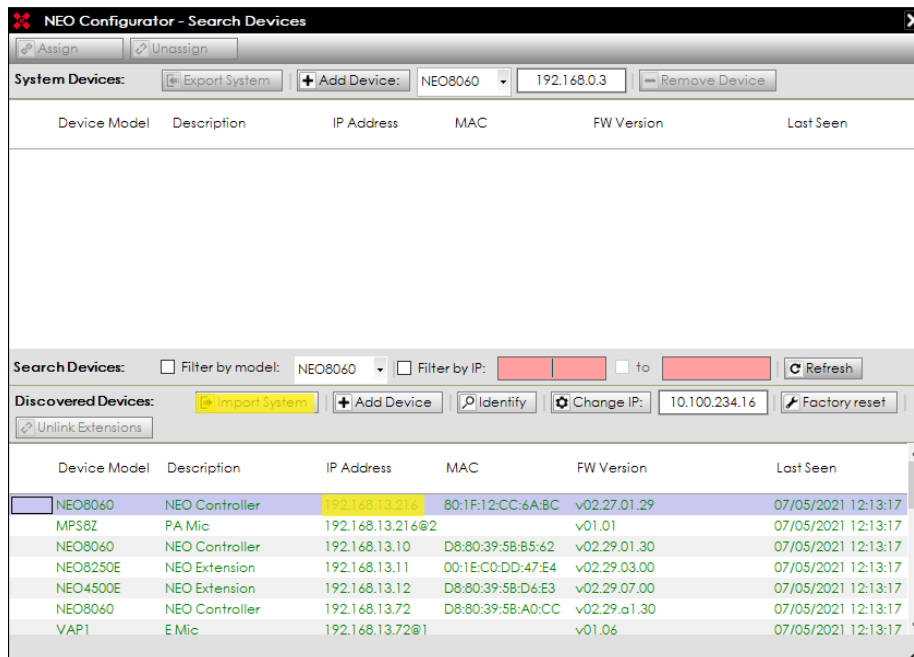
Login with the following credentials:

- User: default
- Password: 1234

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

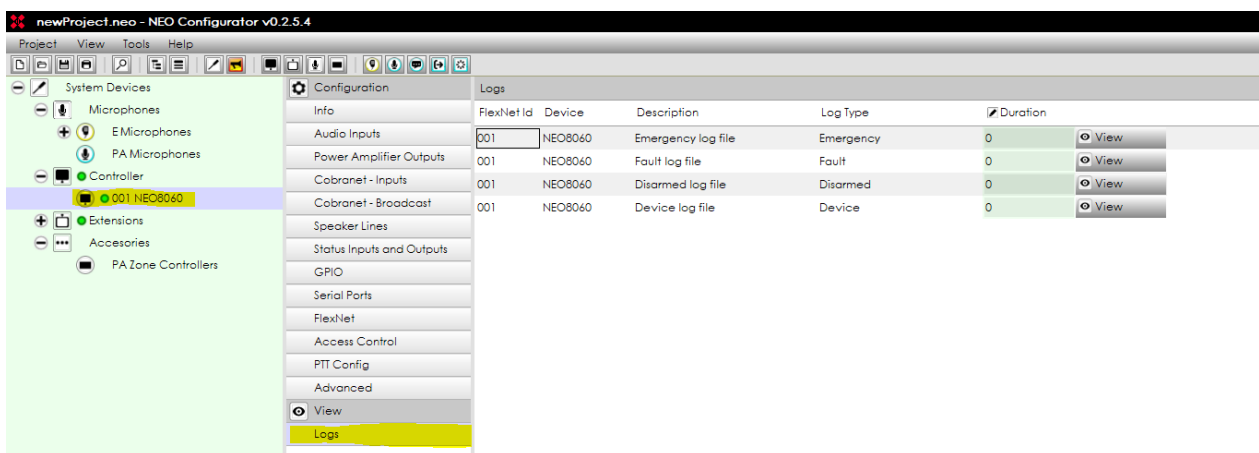


When you've found the equipment in the network, get connected to it. For it, select the equipment you're going to work with and click over “Import system”.



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:

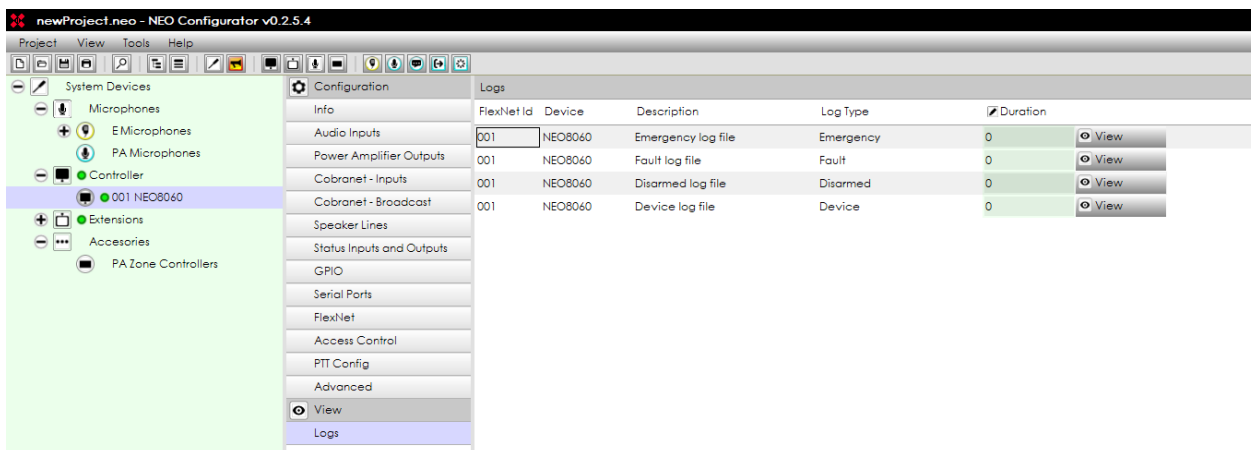


Select the kind of log you want to read:

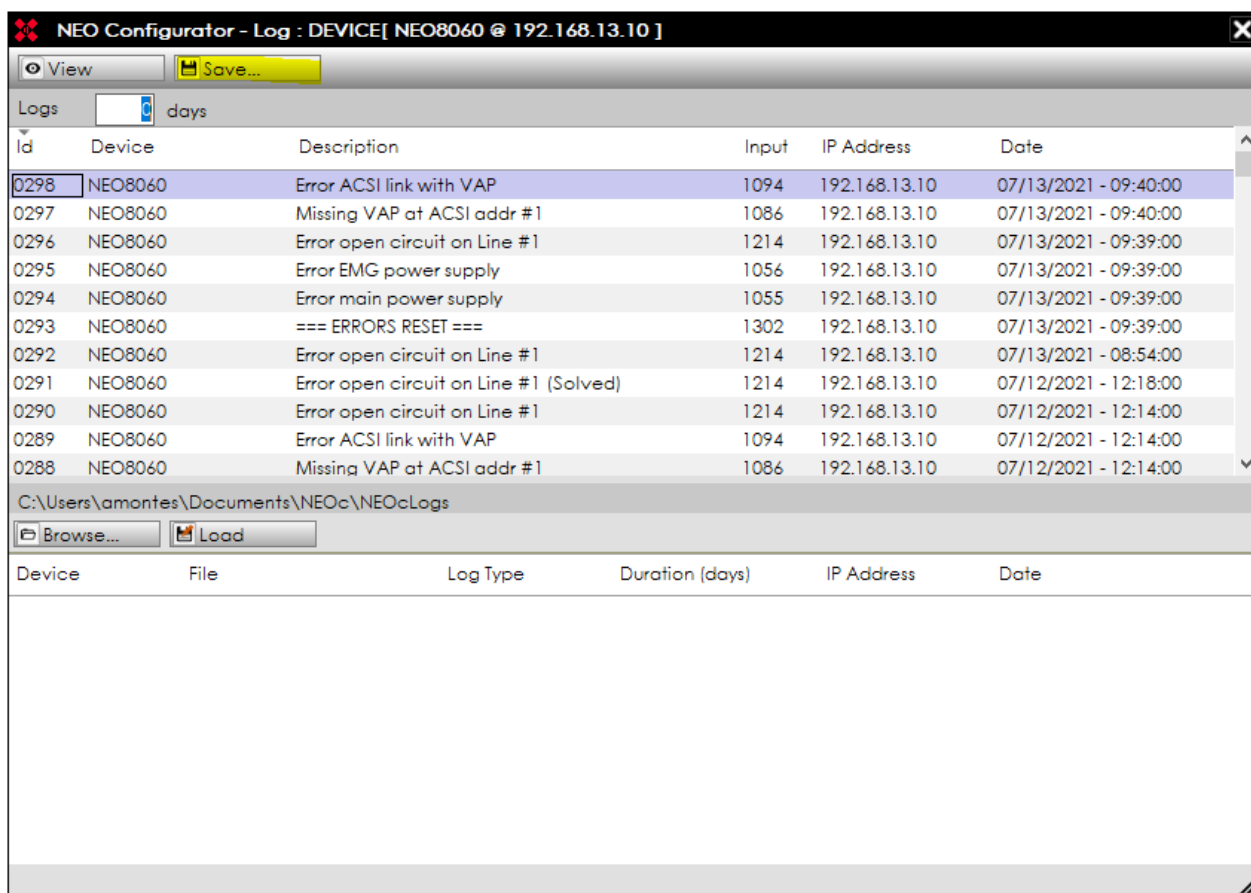
- **Emergency Log:** You'll be able to check all the times the equipment has got in emergency.
- **Fault Log:** You'll be able to read a little summary of the equipment faults.
- **Disarm Log:** You'll be able to see those channels that has been disarmed.
- **Equipment Log:** You'll be able to read a 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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Select the highlighted log with a 0 day term to download the full stored log. Select on “Save...”



Logs are default saved in the following path:

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