Snapshot Utility for Benchmark Software

What is Snapshot?
When should it be used?
How do I use Snapshot?

What is Snapshot? Benchmark Software is the software used on ITW EAE MPM Printers and Camalot Dispensers. In the event that a customer is experiencing any software related issues, Benchmark software has a powerful utility program called Snapshot.

Snapshot is a troubleshooting tool that automatically gathers files such as:

- Benchark Server Log files
- Benchmark.bdb database
- Machine alarms file
- Any relevant user added files

Snapshot compresses these files into a single compressed 'zip' file which can be sent to ITW EAE Technical Support via ITW EAE's FTP site.

There is no guarantee that the utility will find anything useful. In ideal situations we can gain additional data and insight from the report to help resolve an issue.

When should it be used? **The Snapshot utility should be used to help ITW EAE to investigate the root cause of a software issue**, especially for any software event where the software gets hung up and requires closing benchmark or rebooting the PC to continue.

The utility may or may not be helpful for investigating process related issues, and that is not the real intent of the tool.

It is important to run Snapshot right after the event occurs. Due to the large amount of data that the machine stores, it will overwrite old data in 1 hour

We realize that downtime is critical, so Snapshot is designed such that it takes very little time to run.

How do I use Snapshot? Snapshot can be run by selecting:

Programs > Speedline > Snapshot and selecting the Snapshot (Advanced) item.
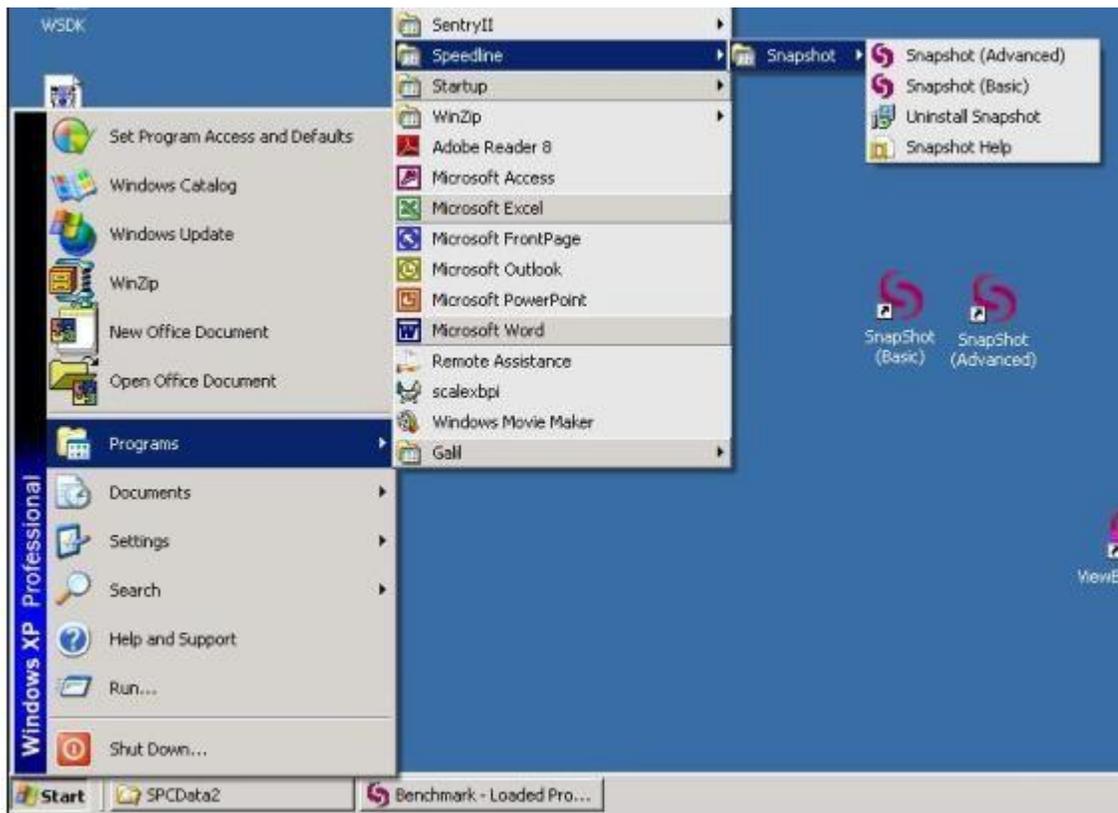
Advanced Mode

When you run Snapshot (Advanced) for the first time, you will be prompted to enter contact information. This information will be retained and presented the next time you run Snapshot. Any time you run Snapshot you will be permitted to edit the contact information and it will be retained for the next time you run the utility.
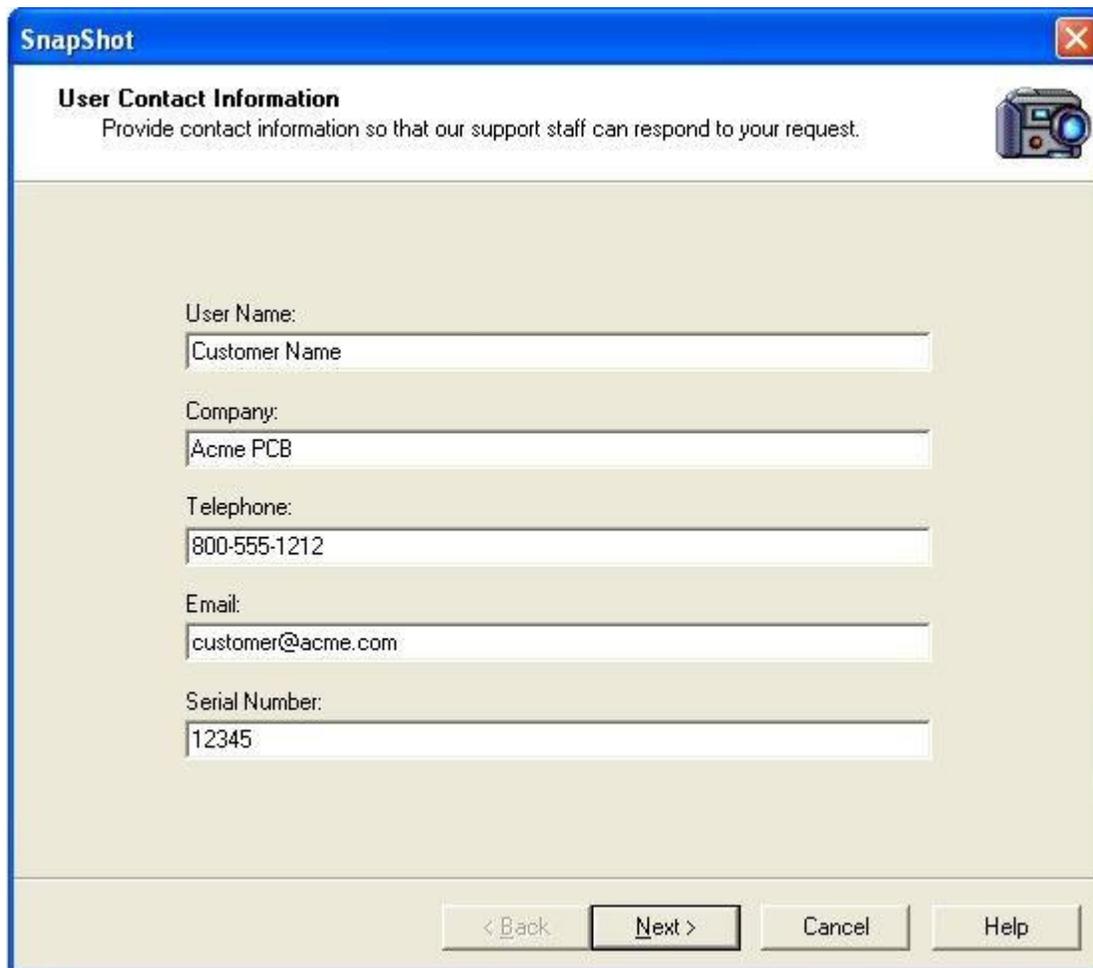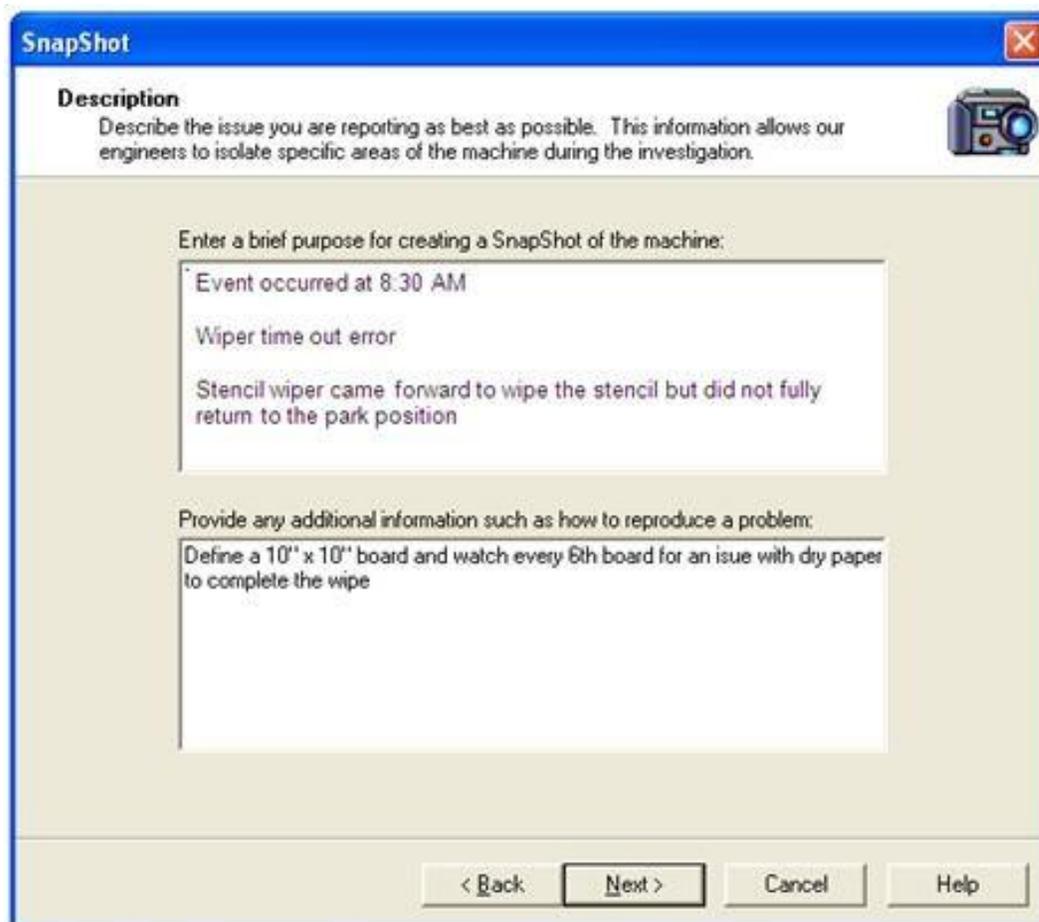
IMPORTANT!!

In order to best assist you, you should enter a brief description of the problem you are having and any steps that might help in duplicating the problem.

- Please note as closely as possible the time that the event occurred.
- Please note any error message that was received.
- Please note what the machine was doing before the error occurred.

Please provide the above data in the fields of the report when prompted and in the email that you send when you notify us that a report has been sent.

The more information you can provide, the more helpful it will be.

There may be times when a screen capture is helpful. For this, save a copy of the screen capture locally on the computer and on the next step of the wizard you will be asked if there are any files you would like to include in the package.

If you need, here is where you can add any other files that you feel would be helpful to the technical support engineers in assisting you. This can include screen captures, process programs, or other. If you need to remove a file from the list, highlight the file and click Remove. Or you can clear the list using the 'Clear' button.
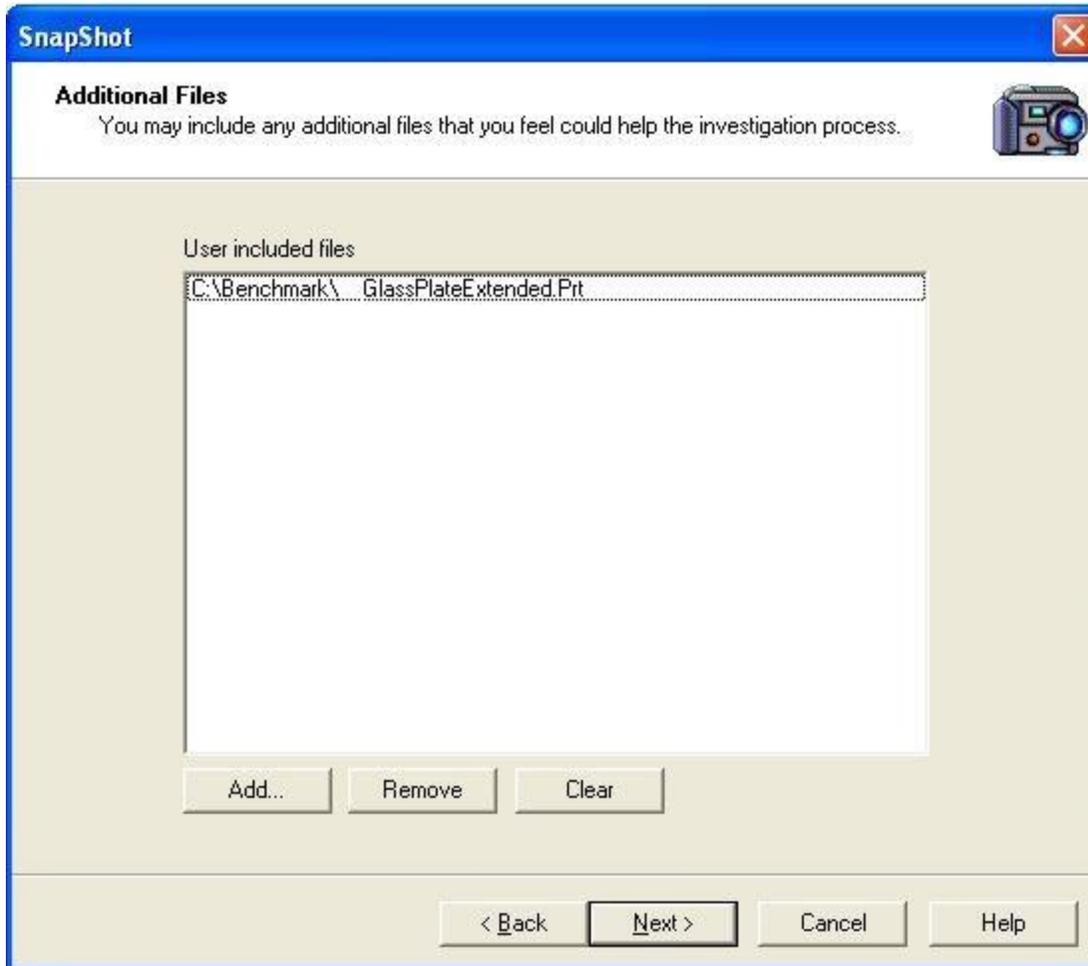
Finally, if the machine has a connection to the internet, you have an option to send the files direct to ITW EAE via FTP.
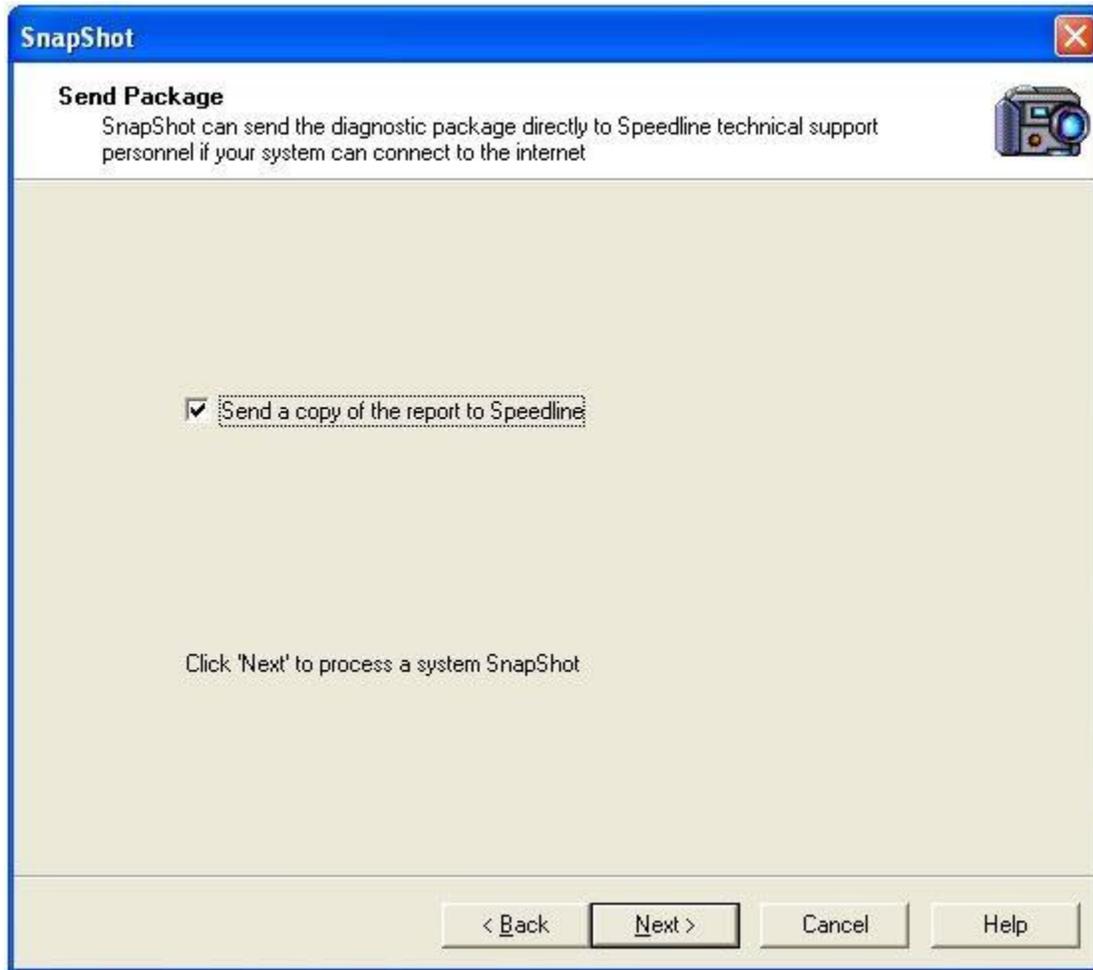
Every time you create a Snapshot, the archive will be generated and stored in the My Documents\My Snapshot folder

The last dialog displays the progress as the Snapshot archive is created. If the 'Open 'My Snapshots' on exit' is enabled, when you click 'Exit', an Explorer window will appear providing you access to the newly created archive.
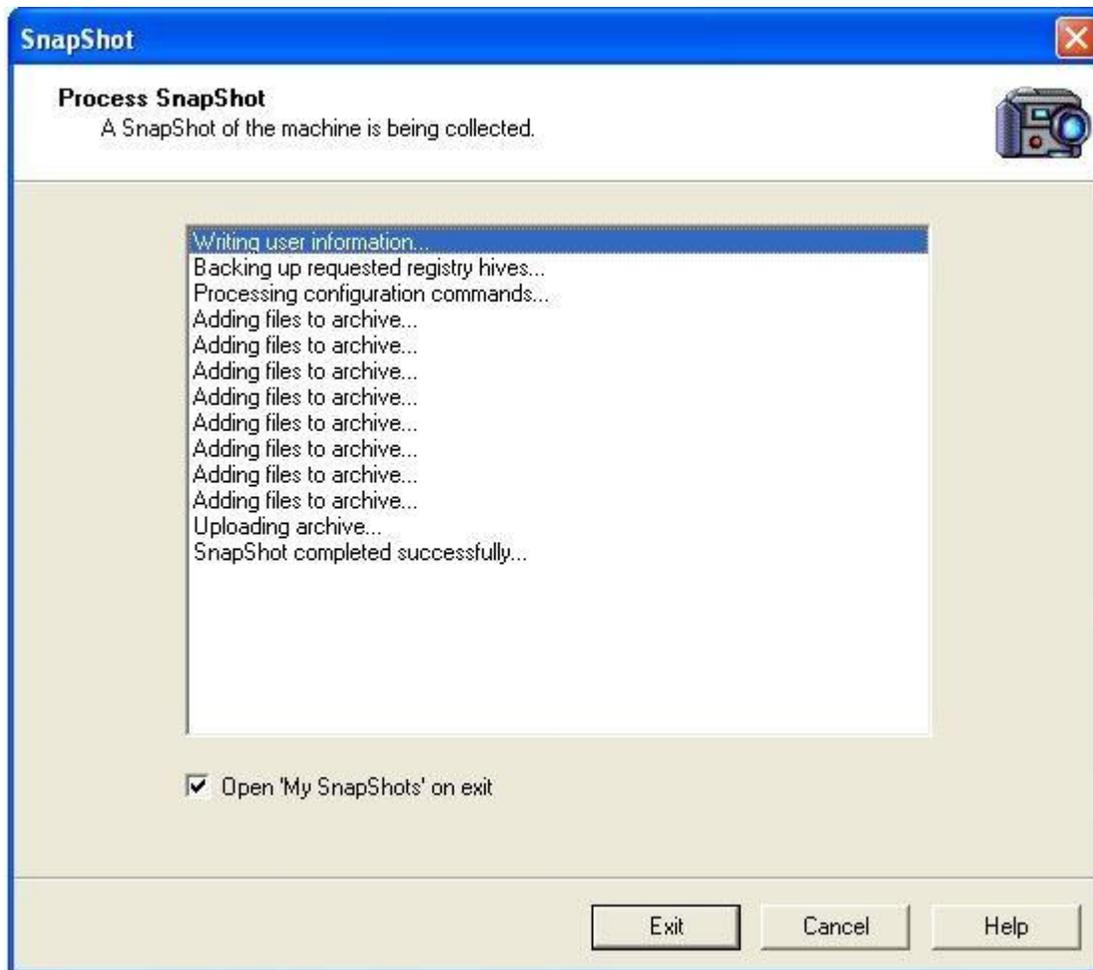
For instances where the machine may not have an internet connection, you may copy the Snapshot archive and the SendFile utility and take them to a computer system that does. By dragging a file onto the SendFile utility, you will send that file via FTP.
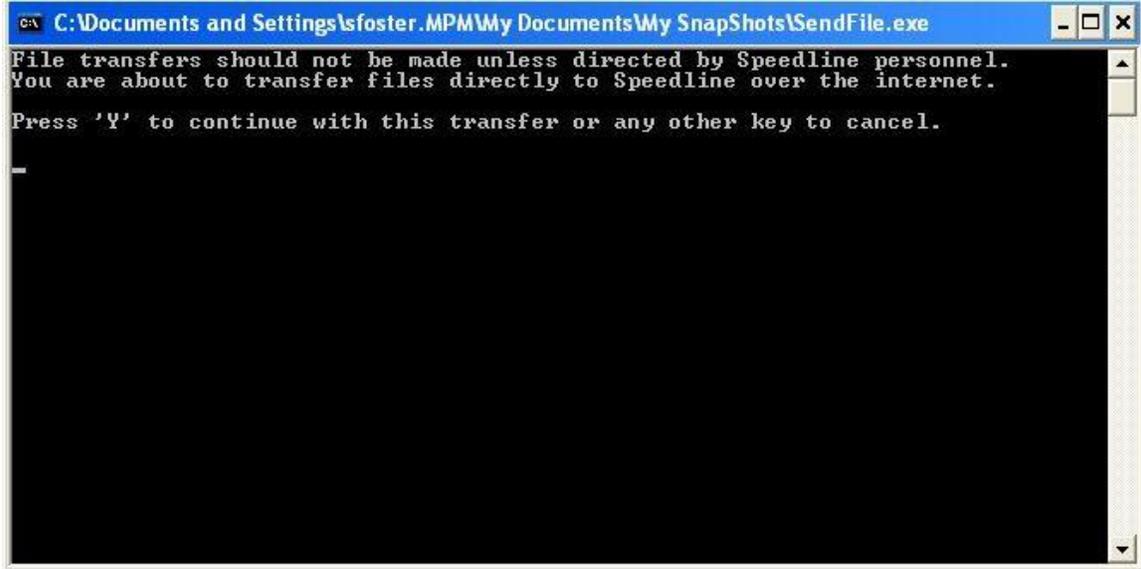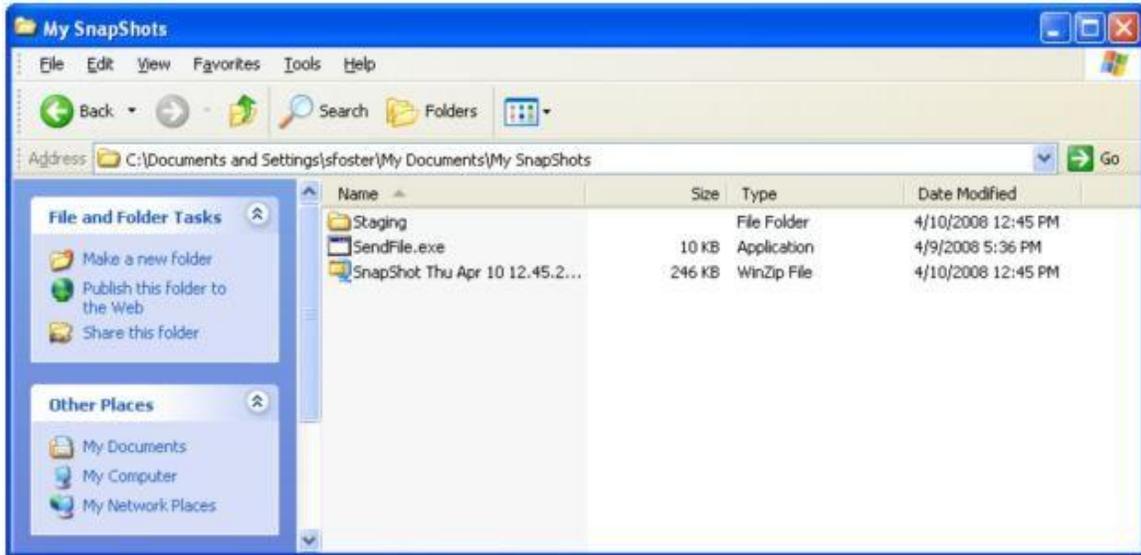
IMPORTANT: When using the option, make sure to contact ITW EAE Technical Support and notify them that a report has been sent.

CAMALOT: ctsc@itweae.com
MPM: mtsc@itweae.com

Send an email (or reply back on your existing email/ticket) with your contact information and let us know the name of the Snapshot report. Include the overview details in your email:

- A brief description of the problem you are having and any steps that might help in duplicating the problem.
- Please note as closely as possible the time that the event occurred.
- Please note any error message that was received.
- Please note what the machine was doing before the error occurred.