



FieldServer ENOTE

Taking Diagnostic Captures with FieldServer Toolbox

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1 SETUP





1.1 Downloading FieldServer Toolbox

Ensure that FieldServer Toolbox is installed onto the local PC. If not, download FieldServer-Toolbox.zip on the Sierra Monitor webpage, under Customer Care: Resource Center, Software Downloads:
<http://www.sierramonitor.com/customer-care/resource-center?filters=software-downloads>

1.2 Connecting FieldServer Toolbox to FieldServer

1. Connect a Cat-5 Ethernet cable (Straight through or Cross-Over) between the local PC and Gateway.
2. Set IP Address and Subnet Mask:
 - o For FieldServer Gateway IP Address is **192.168.2.101**, Subnet Mask is **255.255.255.0**.
 - o For ProtoCessor/ProtoNode Gateway IP Address is **192.168.1.24**, Subnet Mask is **255.255.255.0**.

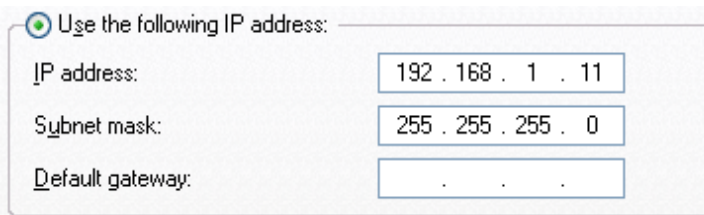
NOTE: If the PC and Gateway are on different IP Networks, assign a static IP Address to the PC on the same IP Subnet as the defaults listed above.

3. For Windows 10:
 - a. Go to  >  Control Panel >  Network and Internet
 >  Network and Sharing Center > [Change adapter settings](#)

b. Right-click on Local Area Connection > Properties

c. Highlight  Internet Protocol Version 4 (TCP/IPv4) > 

4. Use the following IP Address:



The screenshot shows a network configuration dialog box with the following fields:


- Use the following IP address: (selected)
- IP address:
- Subnet mask:
- Default gateway:

5. Click  twice.

2 TYPES OF DIAGNOSTIC CAPTURES


2.1 Full Diagnostic Capture

To perform a Full Diagnostic Capture:

1. Open FieldServer Toolbox from the Desktop.
2. Find the disired FieldServer in the listing.
3. Click the 'Diagnose' button () on the right-most end of the Fieldserver's row.
4. Select 'Full Diagnostic' from the Diagnostic Test pull down menu.
5. Set the capture time period to desired capture length (default is 5 minutes).
6. Click the 'Start Diagnostic' button.
7. When the Full Diagnostic capture is complete, click the 'Open Containing Folder' button and email the zip file with the current time stamp to support@sierramonitor.com.


2.2 Serial Capture

To perform a Serial Capture:

1. Open FieldServer Toolbox from the Desktop.
2. Find the disired FieldServer in the listing.
3. Click the 'Diagnose' button () on the right-most end of the Fieldserver's row.
4. Select 'Serial Capture' from the Diagnostic Test pull down menu.
5. Set the capture time period to desired capture length (default is 5 minutes).
6. Click the 'Start Diagnostic' button.
7. When the Serial Capture is complete, click the 'Open Containing Folder' button and email the zip file with the current time stamp to support@sierramonitor.com.


2.3 Snapshot Capture

To perform a Snapshot Capture:

1. Open FieldServer Toolbox from the Desktop.
2. Find the disired FieldServer in the listing.
3. Click the 'Diagnose' button () on the right-most end of the Fieldserver's row.
4. Select 'Snap Shot' from the Diagnostic Test pull down menu.
5. Click the 'Start Diagnostic' button.
6. When the snapshot is complete, click the 'Open Containing Folder' button and email the zip file with the current time stamp to support@sierramonitor.com.

3 ADDITIONAL CAPTURE TYPES

If requested by Sierra Monitor Technical Support, take the following steps to perform a Serial Capture with Communication Logs:

1. Open FieldServer Toolbox from the Desktop.
2. Find the disired FieldServer in the listing.
3. Click the 'Diagnose' button () on the right-most end of the Fieldserver's row.
4. Select 'Serial Capture' from the Diagnostic Test pull down menu.
5. Set the capture time period to desired capture length (default is 5 minutes).
6. Click 'Show Advanced Options' button.
 - a. Enter the following in the flag box: "-m<IP of your computer>"
For example: if the computer's IP Address is 192.168.2.100, enter: "-m192.168.2.100"
7. Click the 'Start Diagnostic' button.
8. When the Serial Capture is complete, click the 'Open Containing Folder' button and email the zip file with the current time stamp to support@sierramonitor.com.

Technical Support

Thank you for purchasing the FieldServer from Sierra Monitor Corporation.

Please call us for any technical support needs related to the FieldServer product.

Sierra Monitor Corporation
1991 Tarob Court
Milpitas, CA 95035

Website: www.sierramonitor.com

U.S. Support Information:

+1 408 964-4443

+1 800 727-4377

Email: support@sierramonitor.com

EMEA Support Information:

+31 33 808 0590

Email: support.emea@sierramonitor.com