

Providing Diagnostic Data for Support on CTI 2500 Series® Processors and Coprocessors

The CTI 2500-Cxxx Processor and 2500P-ECC1 / 2500P-ACP1 Coprocessors maintain extensive internal diagnostic data, including a time stamped event log of significant events as well as operating statistics for the Ethernet port and major module subsystems. If you are requesting Technical Support, the support staff will need the following information:

1. The exact date and time when the problem occurred.
2. An exact description of the problem.
3. Whether the product clock has been set, and if not, the time difference between the product clock and the actual time
4. A “Dump All Statistics” from the module web page
5. Whether the module was reset or re-powered before collecting the “Dump All Statistics”. Usually it is better to get this diagnostic information prior to resetting the module if possible.
6. A description of what was happening when the problem occurred. For example, if one part of the system is intentionally powered down or reset, that may cause errors in communications that are logged on other products.
7. Where there are multiple Processors and Coprocessors involved, a diagram showing the system network setup, including switches, bridges, routers, etc.
8. A copy of the PLC program (for CPUs), the configuration file (for 2500P-ECC1s) and the Workbench Program (for 2500P-ACP1s).
9. When requesting support, all this data should be collected and forwarded to CTI by email in a single ZIP file.

Collecting “DUMP ALL STATISTICS”

1. For 2500-Cxxx CPUs. Using a web browser, type in the IP address of the CPU (the complete IP address will be flashing on the front display). You will get the “home” page of the CPU.

CTI 2500 Series™ PLC

Tue Mar 31 2015 17:28:01
GMT-0400 (Eastern
Standard Time)

Main Menu

[Event Log](#) **Welcome to the 2500 Series™ PLC Web Server.**
This facility allows you to view the event log and module information. In addition, it provides a direct link to the CTI product support website.

[Product Information](#) **Event Log**
This page provides access to the PLC's event log.

[PLC Scan Statistics](#) **Product Information**
This page contains information about the Series 2500 processor including the serial number, IP address, firmware version, and switch settings. You should

[Topio Statistics](#) **PLC Scan Statistics**
This page allows collection of scan information detailing CPU usage by various scan components.

[Ethernet Statistics](#) **TCPIP Statistics**
This page reports the local TCPIP communications statistics.

[I/O Statistics](#) **Ethernet Statistics**
This page reports the Ethernet communications statistics.


[Display All Statistics](#) **I/O Statistics**
This page reports local and remote base I/O statistics.

[Product Support](#) **Display All Statistics**
This option streams the reports from each of the other Statistical Reports into a single report.

Product Support
The Product Support Pages provide access to the CTI Web site for downloading firmware to your PC, accessing manuals and other product documentation

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Click on "Display All Statistics". You'll get a page like this one:


2500 Series™ PLC

Tue Mar 31 2015 17:22:56

PLC Scan Statistics

[Main Menu](#)

[Event Log](#)

[Product Information](#)

[PLC Scan Statistics](#)

[Tcpip Statistics](#)

[Ethernet Statistics](#)

[I/O Statistics](#)

[Display All Statistics](#)

[Product Support](#)

START with no overlap will zero collection set and start to run for 30 minutes with I/O waits not utilized by analog tasks.
START with overlap will zero collection set and start to run for 30 minutes with I/O waits utilized by analog tasks.
STOP will stop current collection and display collected information.
REFRESH will display already collected information. If collection is active, data will continue to be collected.

Status: Active Start: Fri Aug 11, 2000 04:38:47.987
 Overlap Processing: On Refresh: Fri Aug 11, 2000 04:38:48.057
 Sample Conditions: Run VARIABLE Sample Collection Time: 00:00:00.069


-Element Name-	---Peak---	Average	-Count-	---USecs---	Average	Percent
Cyclic RLL	0	0.0	0	0	0.0	0.00
Normal Io	5913	4386.0	6	26316	5263.2	38.57
Profibus Io	0	0.0	0	0	0.0	0.00
Main RLL	925	648.0	5	3240	648.0	4.75
Special Func Io	939	615.4	5	3077	615.4	4.51
Analog Loops	34	0	0	0	0.0	0.00
Analog Alarms	6	0.0	0	0	0.0	0.00
Cyclic SF Prog	4	0.0	0	0	0.0	0.00
Priority SF Prog	4	0.0	0	0	0.0	0.00
Normal SF Prog	2	0.0	0	0	0.0	0.00
Ladder SF Sub	2	0.0	0	0	0.0	0.00
Ladder SF Sub0	2	0.0	0	0	0.0	0.00
Normal Comm	2	0.0	0	0	0.0	0.00
Priority Comm	3	0.0	0	0	0.0	0.00
Network Comm	5	0.0	0	0	0.0	0.00
DataServControl	1017	519.8	5	2599	519.8	3.81
Robert's ECC1-A 15	0	0.0	0	0	0.0	0.00
Robert's ACPI-A 5	5498	5219.6	5	26098	5219.6	38.25
Diagnostics	80	47.2	5	236	47.2	0.35
Scan Overhead				6670	1334.0	9.77
Scan Total	14858	13647.2	5	68236	13647.2	100.00

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 Scan Overlap Processing Distribution
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(0)	0	(1)	5	(2)	0	(3)	0	(4)	0
(5)	0	(6)	0	(7)	0	(Other)	0		

If using Firefox browser, click File, Save Page As, Web Page Complete. Save the file to a location you can access later. If using Internet Explorer, click File, Save Webpage, and save as type Web Archive single file.

- For 2500P-ECC1. Using a web browser, type in the IP address of the ECC1 (the complete IP address will be flashing on the front display). You will get the “home” page of the ECC1.



2500P-ECC1 Ethernet Communications Coprocessor


Tue Mar 31 2015
17:28:36 GMT-0400
(Eastern Standard Time)

Main Menu

Welcome to the 2500P- ECC1 Web Server.
This facility allows you to view the event log and module information. In addition, it provides a direct link to the CTI product support website.

Event Log Product Information TCP/IP Statistics Ethernet Port Statistics Active Communication Sessions Communication Sessions History Host Controller Data Cache Statistics Error Code Descriptions Switch Statistics CAMP Server Statistics Display All Statistics Product Support	<p>Event Log This page displays the module event log, which records significant events that occur during the startup and operation of the module.</p> <p>Product Information This page contains information about the module hardware, firmware, and configuration, required when contacting CTI customer support.</p> <p>TCP/IP Statistics This page contains information about the TCP/IP configuration and status.</p> <p>Ethernet Port Statistics This page contains the Ethernet port status information and operational statistics.</p> <p>Active Communication Sessions This page contains information about TCP and UDP communications sessions currently active for each protocol.</p> <p>Communication Sessions History This page contains a log of previously active communication sessions.</p> <p>Host Controller Data Cache Statistics This page contains operational statistics related to communications with the host controller and status of the module data cache.</p> <p>Error Code Descriptions This page contains a list of all error codes and definitions.</p> <p>Switch Statistics This page contains diagnostic information about the smart Ethernet switch.</p> <p>CAMP Server Statistics This page contains statistics pertaining to the CAMP server usage and operation.</p>
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Click on “Display All Statistics”. You’ll get a page like this one:



2500P-ECC1 Ethernet Communications Coprocessor

Tue Mar 31 2015 17:29:01

Product Information

Main Menu Event Log Product Information TCP/IP Statistics Ethernet Port Statistics Active Communication Sessions Communication Sessions History Host Controller Data Cache Statistics Error Code Descriptions Switch Statistics CAMP Server Statistics Display All Statistics Product Support	<pre> Product Number 2500P-ECC1 Product Name Ethernet Communications Co-processor Serial Number 000250437 Manufacturing Date 06/20/2012 Ethernet MAC Address 00:20:25:0F:98:DD IP Address 172.018.009.150 Subnet Mask 255.255.252.000 Gateway 172.018.008.001 Hardware Compatibility 000 Application Firmware Version 02.15 Application Firmware Date 1/21/15 Dipswitch Settings 0x00 1 Firmware Update Enable Disabled 2 Firmware Update Method Ethernet 3 Reserved Open 4 Reserved Open 5 Reserved Open 6 Reserved Open 7 Reserved Open 8 Reserved Open User Jumper Settings 0x00 A Reserved Open B Reserved Open C Reserved Open D Reserved Open Product Identifier Robert's ECC1-A Product Location Configuration File Name robert-A.ecc Configuration File Date/Time Mon Dec 15 08:44:21 2014 Configuration Description Product Clock Fri Aug 11, 2000 04:44:46.864 </pre>
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If using Firefox browser, click File, Save Page As, Web Page Complete. Save the file to a location you can access later. If using Internet Explorer, click File, Save Webpage, and save as type Web Archive single file.

- For 2500P-ACP1. Using a web browser, type in the IP address of the ACP1 (the complete IP address will be flashing on the front display). You will get the “home” page of the ECC1.

Click on “Display All Statistics”. You’ll get a page like this one:

If using Firefox browser, click File, Save Page As, Web Page Complete. Save the file to a location you can access later. If using Internet Explorer, click File, Save Webpage, and save as type Web Archive single file.