User Guide

English

Files Collector 2.0

731-00984A-EN Rev A

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Kodak

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Overview

Files Collector is a utility that collects log files and registry paths from a Kodak product (such as a *Magnus* 400 platesetter) and sends it to a Kodak FTP server. The information is to be collected immediately after a problem occurs.

Use Files Collector whenever you are asked to do so by a Kodak service representative. The data collected is used for troubleshooting the device or workstation when an escalation is required.

Activating the Files Collector Utility

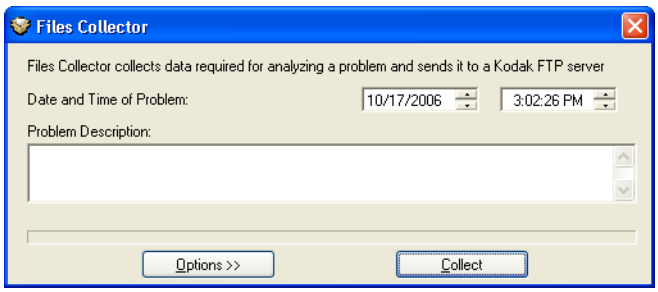
To activate the Files Collector utility:

➢ On the desktop, double-click the **FilesCollector**  icon.



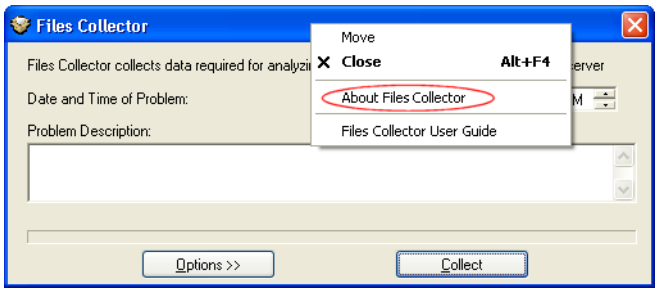
Note: If the **FilesCollector** icon is not displayed automatically on your desktop, go to the **FilesCollector** folder and double-click the **FilesCollector.exe** file.

The Files Collector dialog box appears.



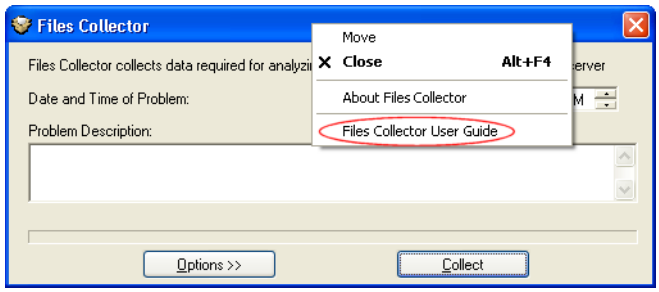
Viewing Information about Files Collector

➢ Right-click the Files Collector title bar and select **About Files Collector.**

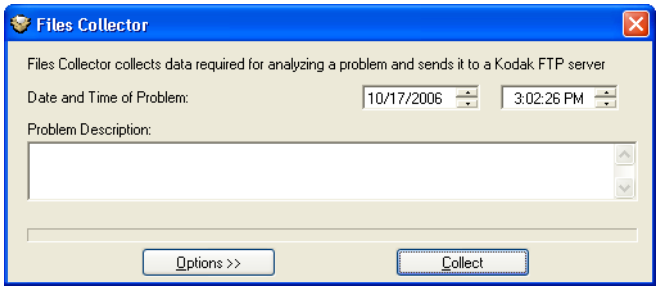


Accessing the Files Collector User Guide

➢ Right-click the Files Collector title bar and select **Files Collector User Guide**.



Collecting Files



After you activate Files Collector, do the following actions:

1. In the **Date and Time of Problem** boxes, change the date and time to indicate when the problem occurred.

   Note: This step is optional.

2. In the **Problem Description** box, type a short description of the problem.
3. Click **Collect**.

Files Collector performs the following actions:

- Creates a data text file. The name of this file is composed of a unique device identifier, and the current date and time (or the date and time defined by you in step 1). The content of the file is the problem description you typed in step 2.
- Gathers the files and registry paths according to the definition in the packages.
- Compresses the data to a ZIP format. The name of the compressed file is composed of a unique device identifier, and the current date and time (or the date and time defined by you in step 1).
- Creates a copy of the compressed file under **C:\Creo\BugReports** (or a different folder you define in **Settings**>**Local Folder** box). The ten latest compressed files are kept in this folder.
- Sends the compressed file to the Kodak FTP server.

Files Collector closes automatically when the process is completed.

Working With Packages

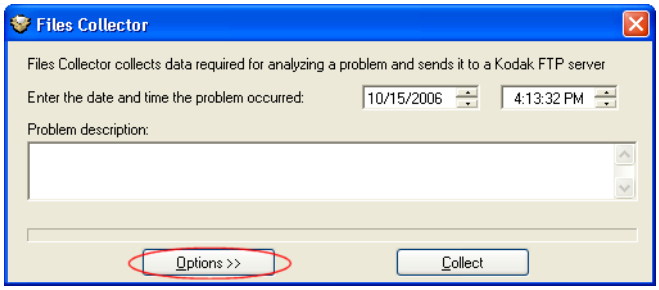
The Files Collector utility uses packages to define which files and registry paths to collect. A package is a file that specifies a collection of files and registry paths related to a specific software. For example, the Magnus400 package includes the list of files and registry paths related to the *Magnus* 400 software, which are required to troubleshoot the *Magnus* 400 platesetter.

You can create a package, delete a package, and restore a package. You can also create a temporary package for an isolated collection process.

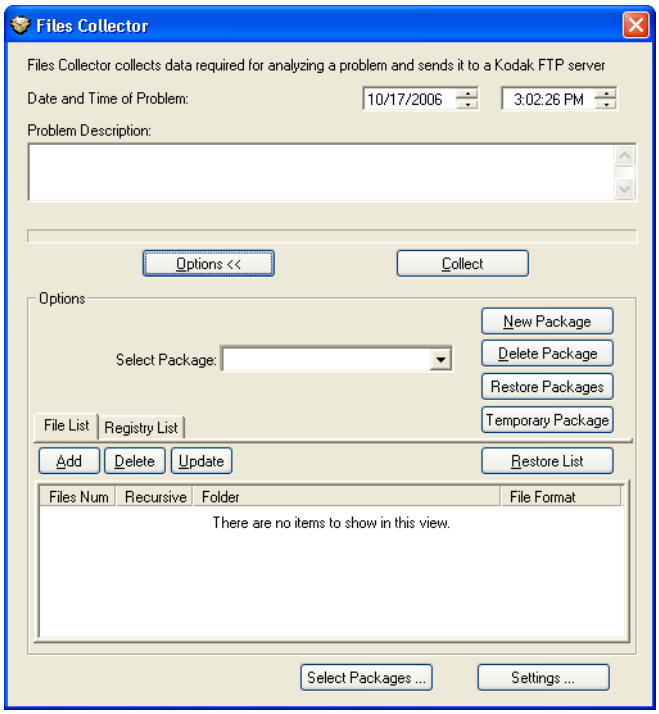
Selecting a Package

To select a package:

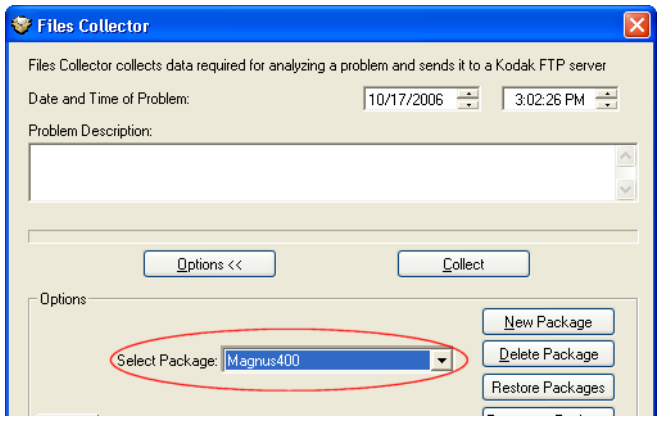
1. In the Files Collector dialog box, click **Options.**



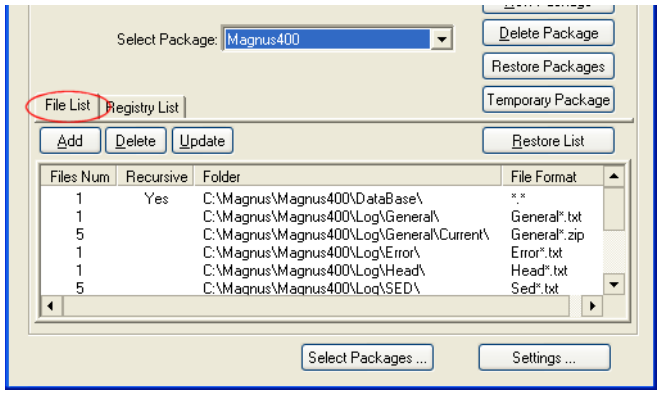
The Files Collector dialog box expands to display the **Options** section.



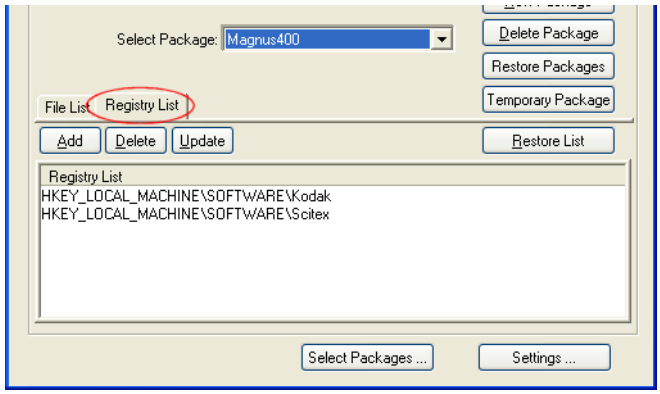
2. From the **Select Package** list, select the package that you want to use for the collection process.



The files defined in the selected package are listed on the **File List** tab.



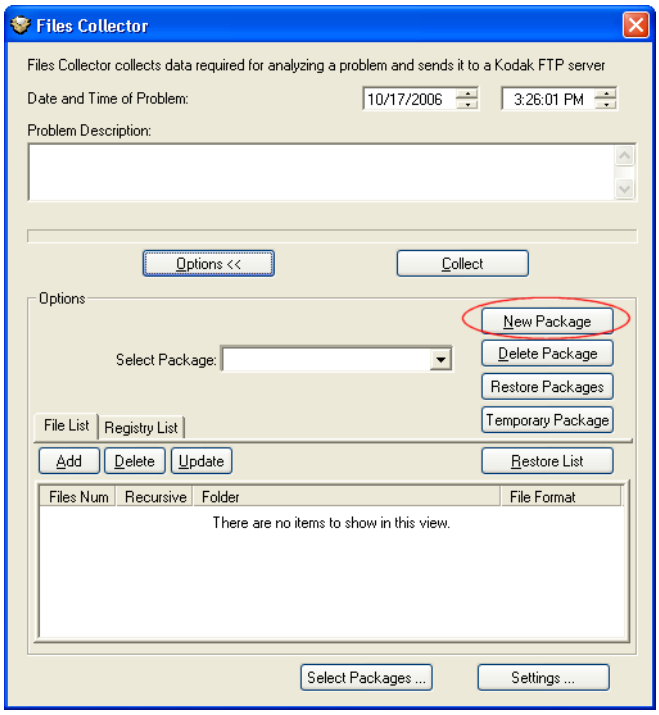
The registry paths defined in the selected package are listed on the **Registry List** tab.



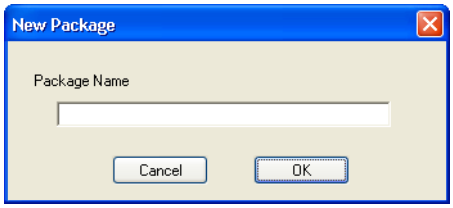
Creating a Package

To create a new package:

1. In the Files Collector dialog box, under the **Options** section, click **New Package**.



The New Package dialog box appears.



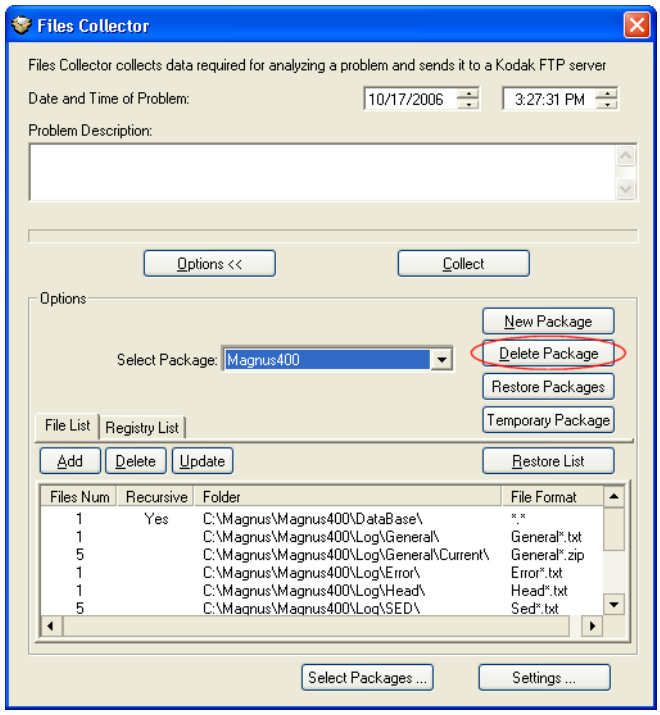
2. In the **Package Name** box, type a name for the new package and click **OK**.

The new package is added to the list of packages in the **Select Package** list of the Files Collector dialog box. To add files and registry paths to this package, see “Working With Files” on page 10 and “Working With Registry Paths” on page 16.

Deleting a Package

To delete a package:

1. In the Files Collector dialog box, from the **Select Package** list, select the package that you want to delete, and click **Delete Package**.



2. In reply to the confirmation message that appears, click **Yes**.

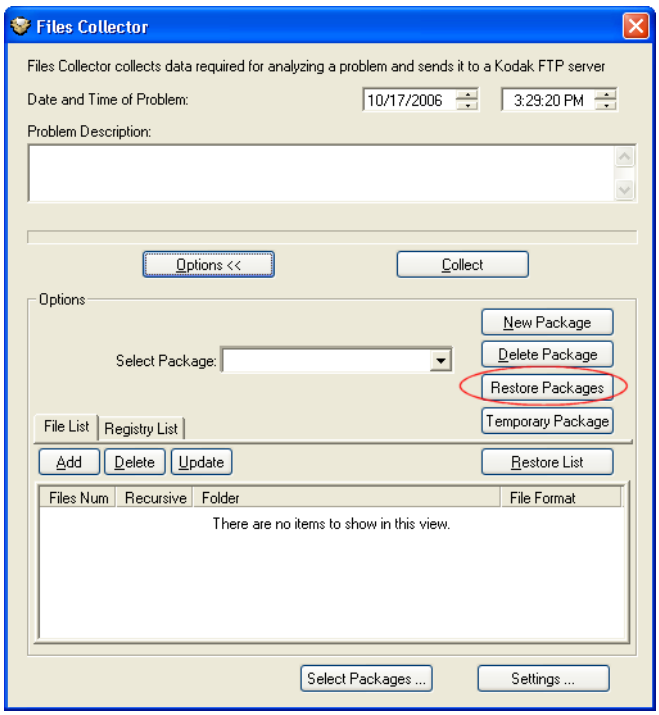
Restoring a Default Package

After you change the contents of a default package, or if you delete a default package altogether, you can restore the package to its original state.

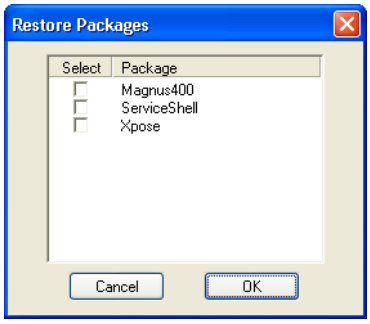
You can only restore packages that were supplied with the Files Collector utility, that is, default packages. You cannot restore packages that were created locally.

To restore a default package:

1. In the Files Collector dialog box, click **Restore Packages**.



   The Restore Packages dialog box appears showing the list of default packages.



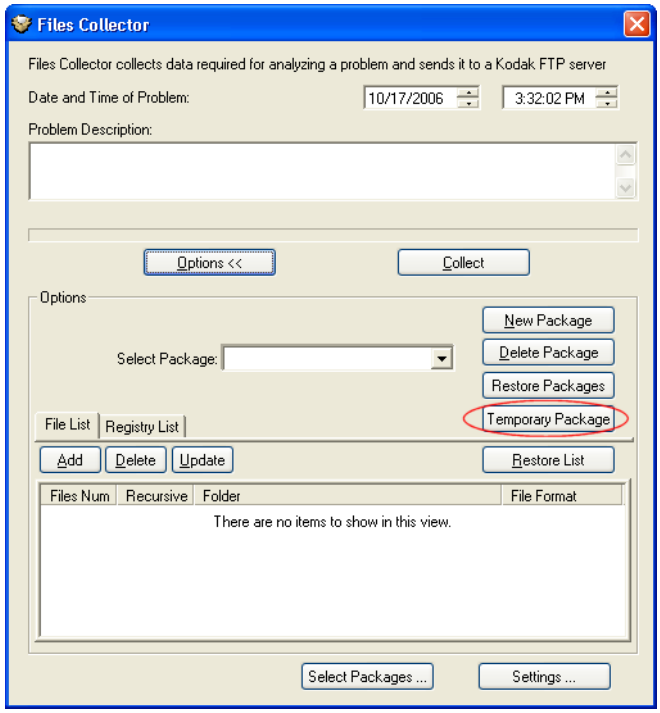
2. Select the packages that you want to restore, and click **OK**.
3. In reply to the confirmation message that appears, click **Yes**.

Creating a Temporary Package

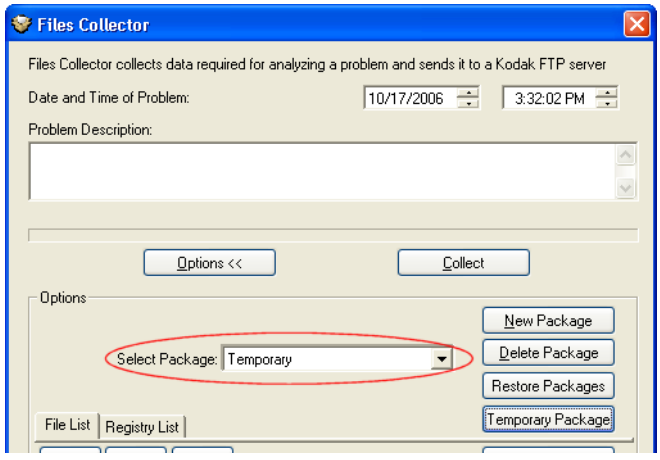
You use a temporary package when you want to perform an isolated collection of files and registry paths. You work with a temporary package like any other package, but it is removed automatically from the list of packages after the file collection process is completed.

To create a temporary package:

1. In the Files Collector dialog box, click the **Temporary Package** button.



The **Select Package** box displays **Temporary.**



2. Add files and registry paths to this package. See “Working With Files” on page 10 and “Working With Registry Paths” on page 16.

Working With Files

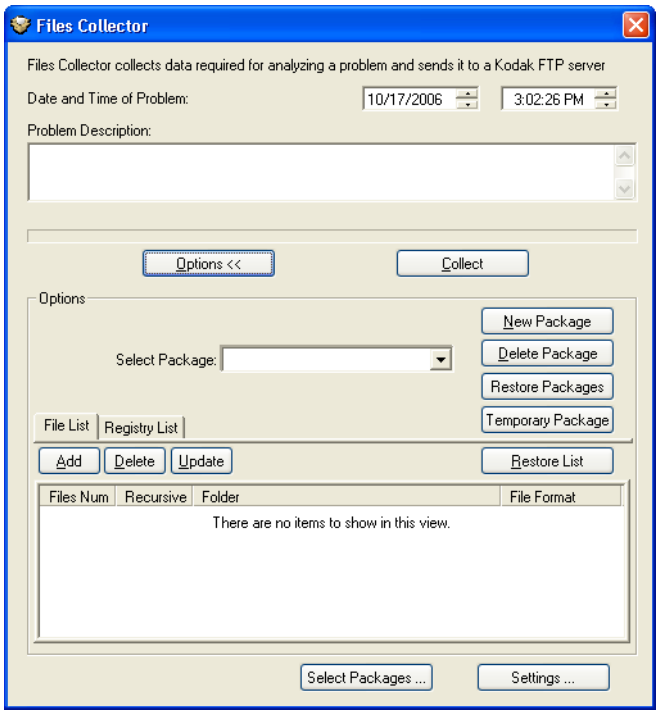
Files collected with the Files Collector utility are defined in a package. You can add a definition of a file to a package, delete a definition of a file from a package, update a definition and restore the default file list of a default package.

Selecting a File

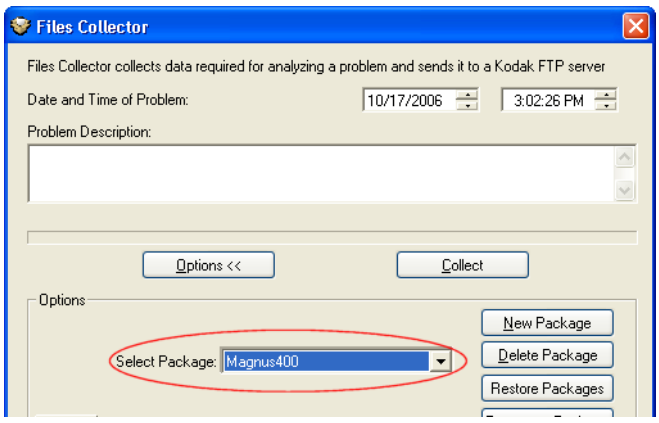
To select a file:

1. In the Files Collector dialog box, click **Options.**

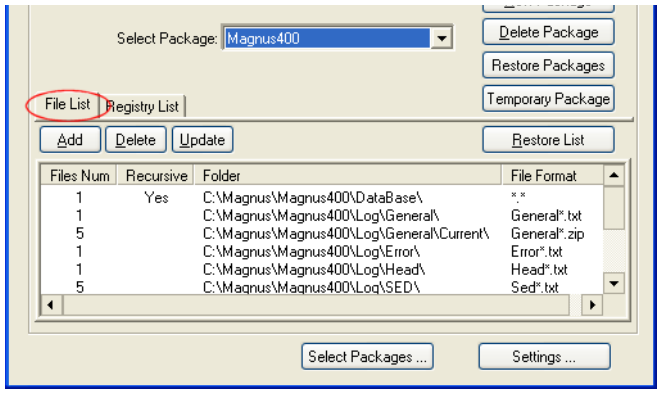
   The Files Collector dialog box expands to display the **Options** section.



2. From the **Select Package** list, select the required package.



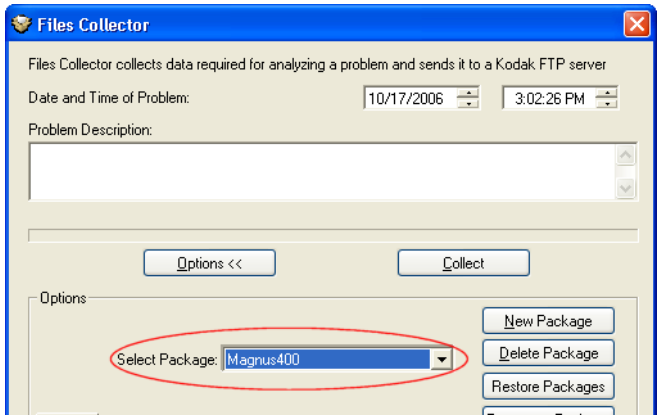
The files defined for the selected package are listed on the **File List** tab.



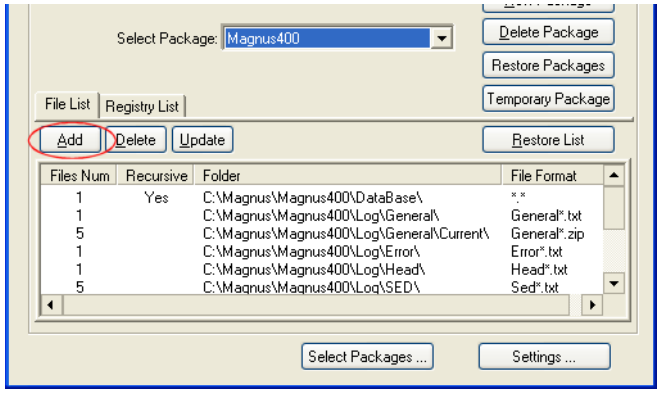
Adding a File Definition to a Package

To add a file definition to a package:

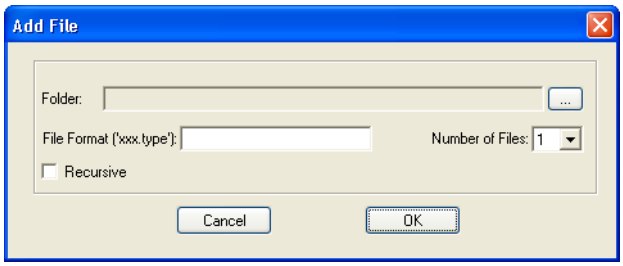
1. From the **Select Package** list, select the package that you want to add a file definition to.



2. On the **File List** tab, click **Add**.



The Add File dialog box appears.



3. In the **Folder** box, type the path of the file's location or click **browse** to navigate to that location.
4. In the **File Format ('xxx.type')** box, type the format of the files to be collected.

Note: The file format can be a file name, or a combination of letters and wild characters which define the files.

Examples:

- ***.txt**—all files with the **.txt** extension are to be collected.
- **Device*.zip—** all files with the **.zip** extension and with names that begin with the string **Device** are to be collected.
- ***.*—** all files are to be collected.

5. From the **Number of Files** list, select the number of files to be collected, a value between 1 and 24.

Note: The **Number of Files** value is meaningful only when the wild character (*****) is used in the **File Format** box. For example, if the file format is **Device*.txt**, then several files which comply with this definition may exist (such as, **Device1.txt**, **Device2.txt**, **Device3.txt**, and so on). In this case, if you select **2** in the **Number of Files** box, then the two latest files will be collected.

6. Select the **Recursive** check box if you want the search for the files to be collected to include all sub-folders under the selected folder.

   For example, if folder **A** has a folder **B** and a folder **C** under it, and all three folders contain the **Device1.txt** file, if you select the **Recursive** check box, all three files will be collected. If you clear the **Recursive** check box, only the **Device1.txt** file in folder **A** will be collected.

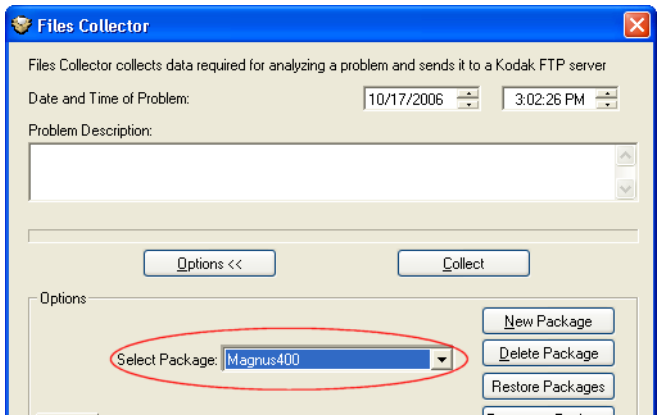
7. Click **OK**.

   The file is added to the list on the **File List** tab.

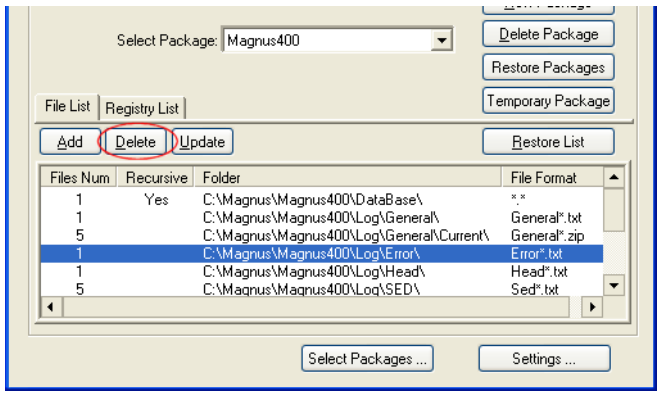
Deleting a File Definition From a Package

To delete a file definition from a package:

1. From the **Select Package** list, select the package that contains the file definition that you want to delete.



2. On the **File List** tab, select the file that you want to delete, and click **Delete**.



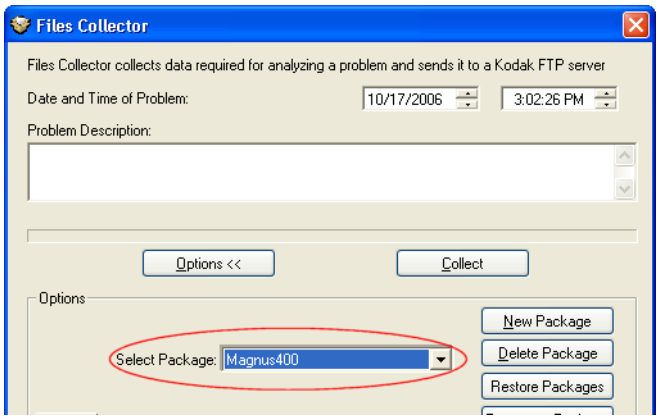
3. In reply to the confirmation message that appears, click **Yes**.

Note: If the file definition that you want to delete was specified in a default package (supplied with the Files Collector utility) and existed in the default list of that package, you can restore it after you delete it. For more information, see "Restoring a List of Files in a Package" on page 15.

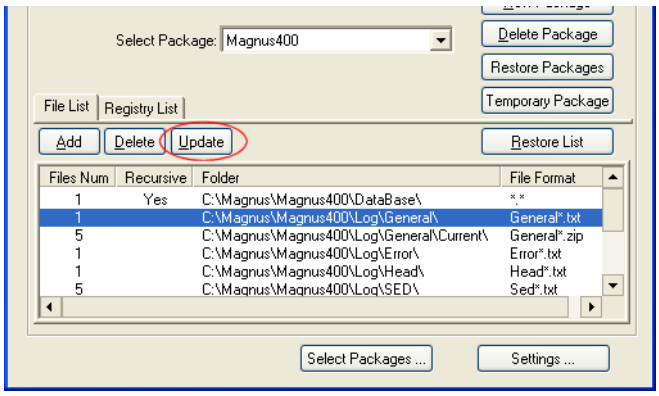
Updating a File Definition in a Package

To update a file definition in a package:

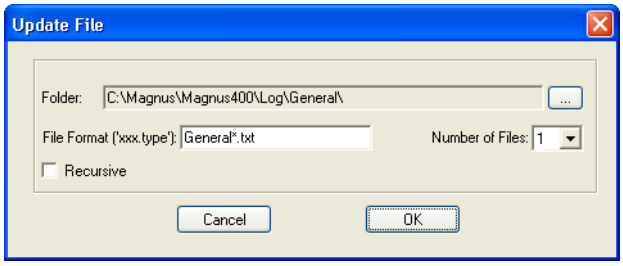
1. From the **Select Package** list, select the package that contains the file definition that you want to update.



2. On the **File List** tab, select the file that you want to update, and click **Update**.



The Update File dialog box appears.



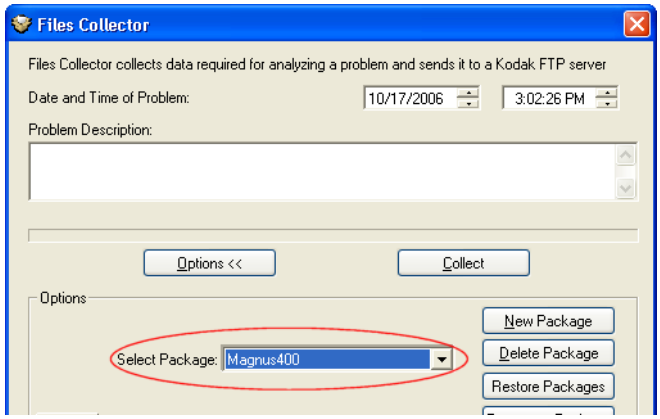
3. Change any of the parameters as described in "Adding a File Definition to a Package" on page 11 and click **OK**.

Note: If the file belongs to a default package (supplied with the Files Collector utility) and existed in the default list of that package, its definition can be restored with the **Restore List** operation. For more information, see "Restoring a List of Files in a Package" on page 15.

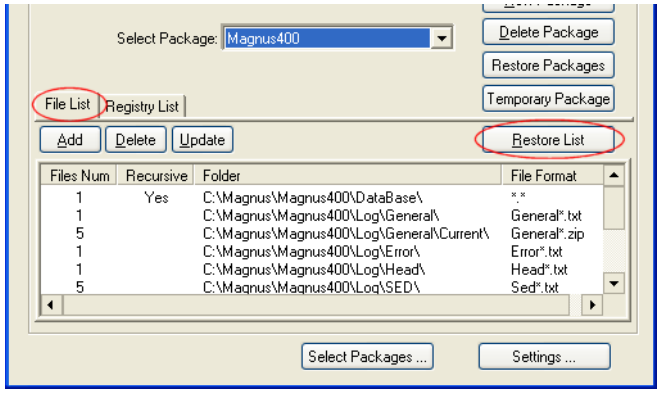
Restoring a List of Files in a Package

To restore a package to its default file list:

1. From the **Select Package** list, select the package whose list you want to restore.



2. Make sure that the **File List** tab is selected and click **Restore List**.



3. In reply to the confirmation message that appears, click **Yes**.

Note: You can only restore a file list if a default package (supplied with the Files Collector utility). When you select a package that was created locally, the **Restore List** button is unavailable

Working With Registry Paths

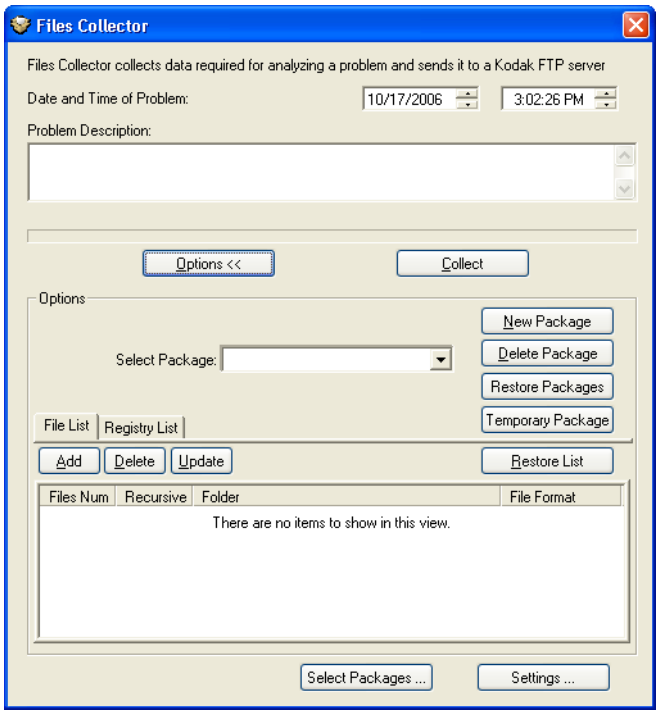
Similar to file handling, registry paths collected with the Files Collector are defined in a package. On the **Registry List** tab, you can add, delete, update and restore a registry path.

Accessing Registry Paths of a Package

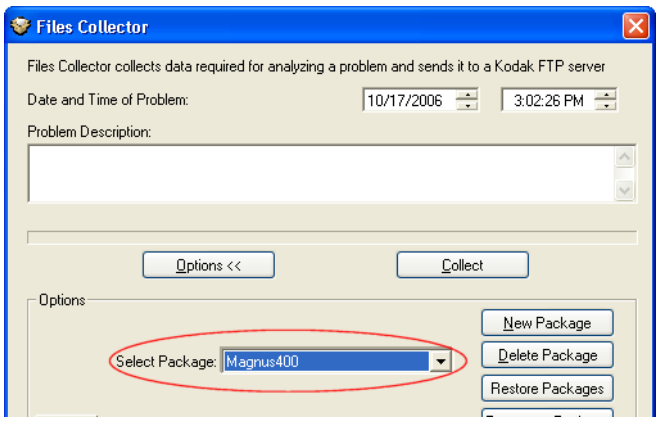
To access registry paths of a package:

1. In the Files Collector dialog box, click **Options.**

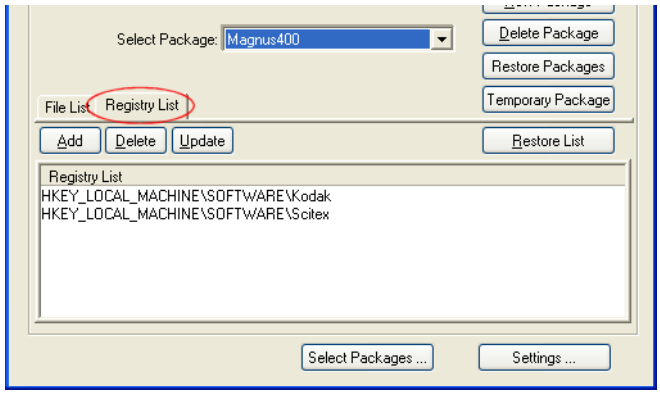
   The Files Collector dialog box expands to display the **Options** section.



2. From the **Select Package** list, select the required package.



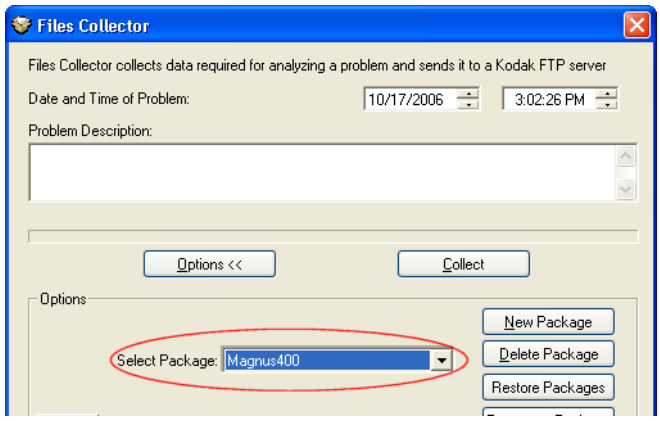
The registry paths defined for the selected package are listed on the **Registry List** tab.



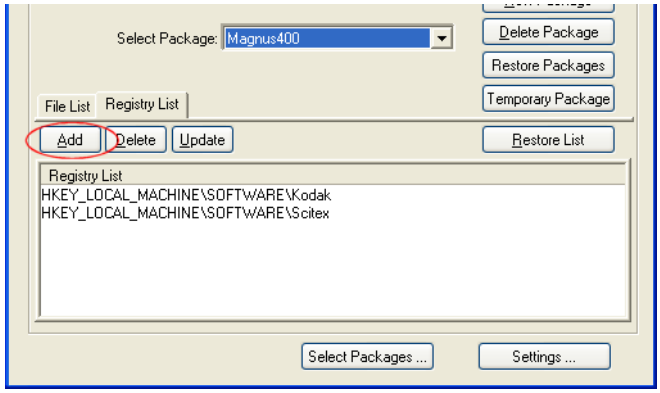
Adding a Registry Path to a Package

To add a registry path to a package:

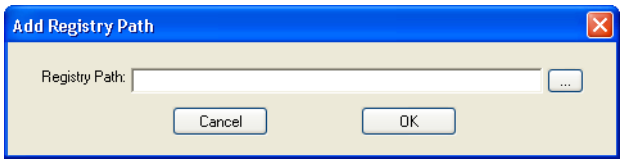
1. From the **Select Package** list, select the package that you want to add a registry path to.



2. On the **Registry List** tab, click **Add**.



The Add Registry Path dialog box appears.

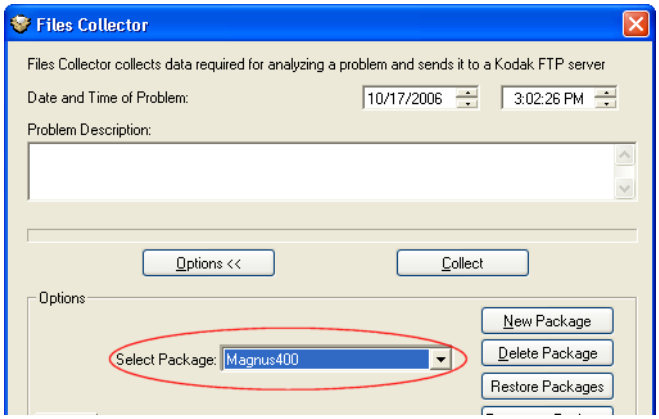


3. In the **Registry Path** box, type a valid registry path or click **browse** and navigate to the required path in the registry, and click **OK**.
4. In reply to the confirmation message that appears, click **Yes**.

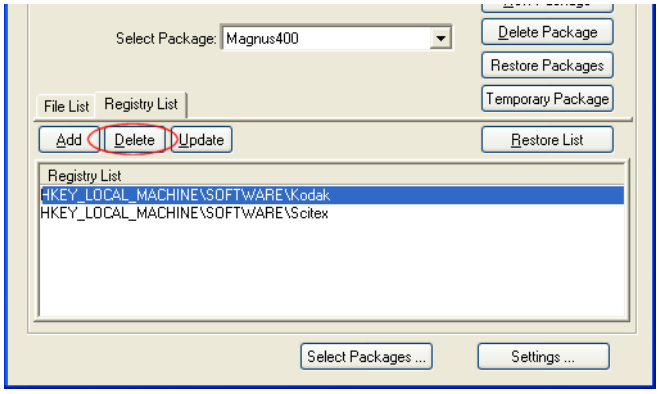
Deleting a Registry Path From a Package

To delete a registry path from a package:

1. From the **Select Package** list, select the package that contains the registry path that you want to delete.



2. On the **Registry List** tab, select the registry path that you want to delete, and click **Delete**.



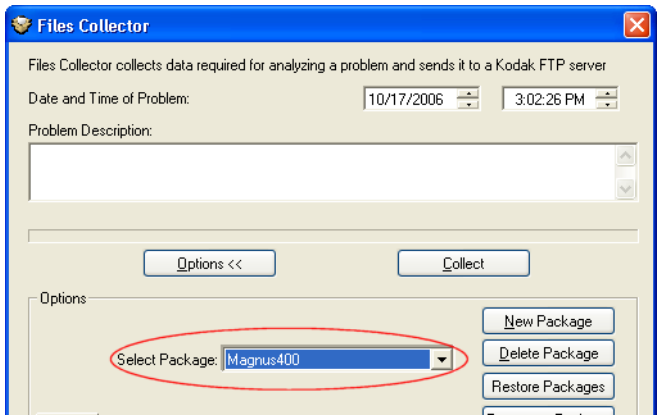
3. In reply to the confirmation message that appears, click **Yes**.

Note: If the registry path that you want to delete is defined in a default package (supplied with the Files Collector utility) and existed in the default list of that package, you can restore it after you delete it. For more information, see "Restoring a List of Registry Paths in a Package" on page 20.

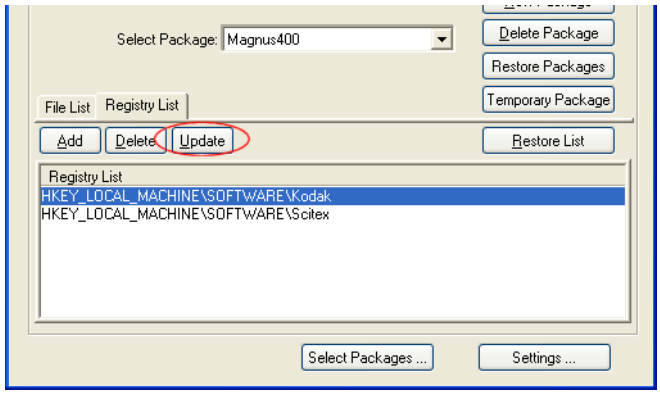
Updating a Registry Path in a Package

To update a registry path in a package:

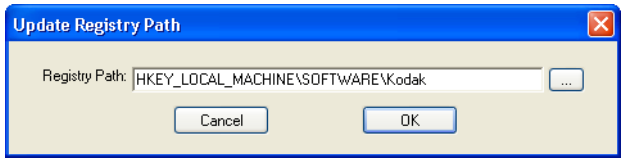
1. From the **Select Package** list, select the package that contains the registry path that you want to update.



1. On the **Registry List** tab, select the registry path that you want to update, and click **Update**.



The Update Registry Path dialog box appears.



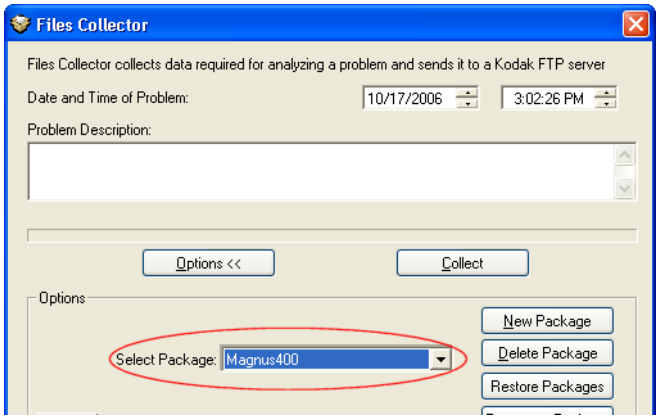
2. In the **Registry Path** box, change the registry path and click **OK**.

Note: If the registry path belongs to a default package (supplied with the Files Collector utility) and existed in the default list of registry paths of that package, it can be restored with the **Restore List** operation. For more information, see "Restoring a List of Registry Paths in a Package" on page 20.

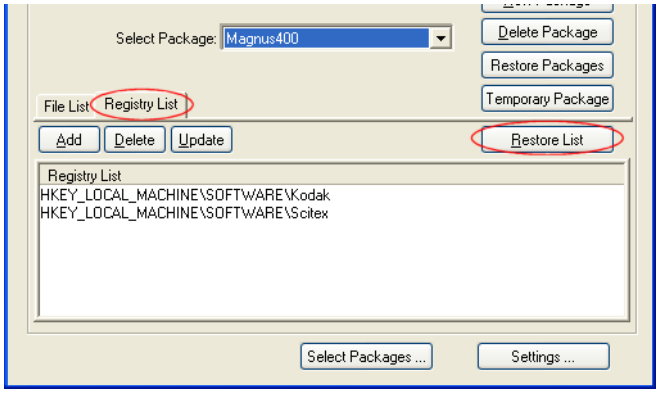
Restoring a List of Registry Paths in a Package

To restore a package to its default registry path list:

1. From the **Select Package** list, select the package whose list you want to restore.



2. Make sure that the **Registry List** tab is selected and click **Restore List**.



3. In reply to the confirmation message that appears, click **Yes**.

Note: You can only restore a default package (supplied with the Files Collector utility). When you select a package that was defined locally, the **Restore List** button is unavailable

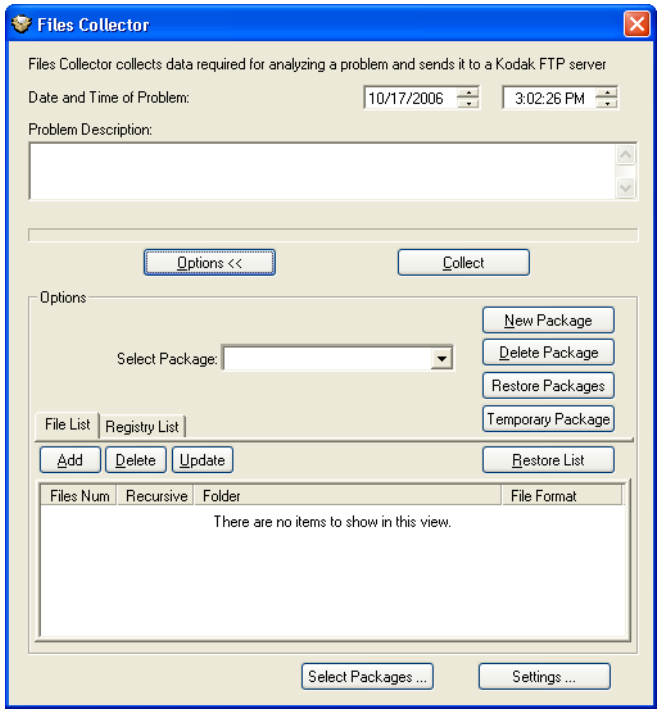
Selecting Files for Collection

When you perform the file collection process, Files Collector queries all selected packages, and collects all files and registry paths listed in these packages. You can narrow the file collection process by selecting which packages are used for the collection.

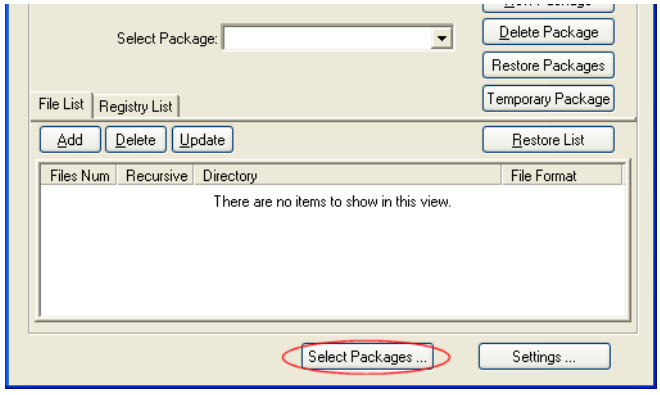
To select which packages are used for the collection process:

1. In the Files Collector dialog box, click **Options.**

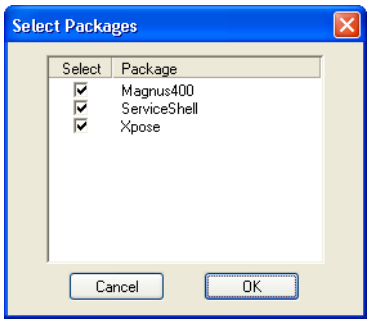
   The Files Collector dialog box expands to display the **Options** section.



1. Click **Select Packages.**



The Select Packages dialog box appears.



2. Clear the check boxes of the packages that you do not want to be use for the collection process and click **OK**.
3. In reply to the confirmation message that appears, click **Yes.**

Note: The list of selected packages remains as you last defined it for future collections.

Defining Files Collector Settings

You can view and change target and unique ID settings.

Target Settings define the location where the collected data is saved.

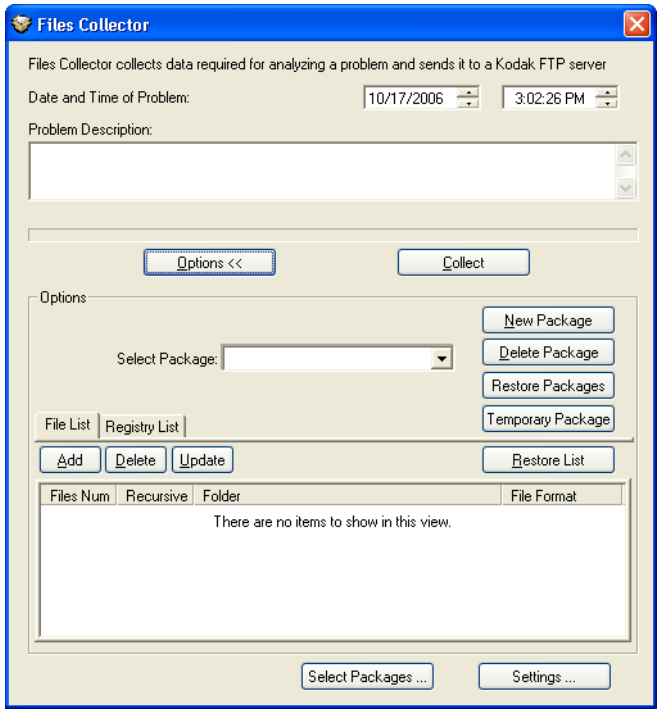
To distinguish between different Kodak products, Files collector uses a unique ID for each product. If your product has a unique computer name, use it as the unique ID. If your product has a unique registry entry, use it as the unique ID. For products that have neither, use a custom ID.

The unique ID is used for the name of the ZIP file created by the Files Collector and for the name of the unique folder on the Kodak network where the data received from the device is stored.

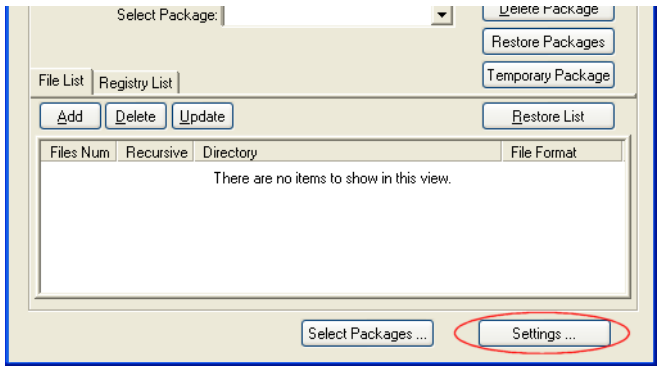
To define Files Collector settings:

1. In the Files Collector dialog box, click **Options.**

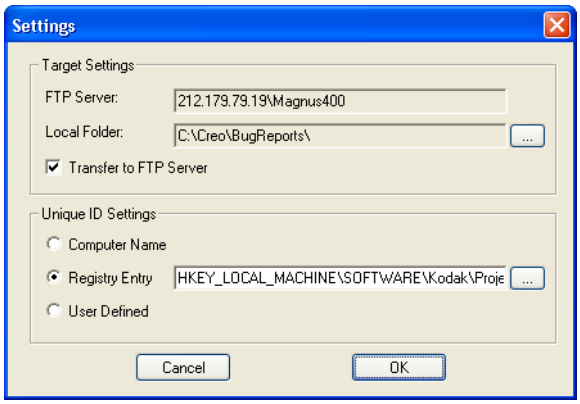
   The Files Collector dialog box expands to display the **Options** section.



2. Click **Settings.**



The Settings dialog box appears.



3. Change any of the target settings as follows:

   - **FTP Server:** This box indicates the IP address of the FTP server, and the specific folder on the FTP server that the collected data is transferred to. This setting cannot be changed.
   - **Local Folder:** This box specifies the location where the ten last copies of the data collection files are saved locally.

     To change this local folder, click **browse** and select a new location.
   - **Transfer to FTP Server:** If you select this check box, the collected data is automatically transferred to the specified FTP server. If you clear this check box, the collected data is saved locally, but is not transferred to the FTP server. This check box is selected by default.

     Important: The setting of the **Transfer to FTP Server** check box remains as you last defined it for future collections.

4. Change any of the unique ID settings as follows:

   - **Computer Name:** Select this option if each device uses a unique computer name (set in the factory). This will generate a data collection file name beginning with the computer name. This option is selected by default for a *Magnus* 800 platesetter.
   - **Registry Entry:** If the device has a unique ID set in a registry entry, select this option and type the location of the unique registry value. This will generate a data collection file name beginning with the value read from the registry. This option is selected by default for a *Magnus* 400 platesetter.
   - **User Defined:** If the computer name is not unique (for example, if all devices are shipped with the same computer name), and if no unique registry value is available, select this option and type a name that reflects the customer name and the device name. For example, if the customer name is John and his site contains three devices, use **John_device1**, **John_device2** and **John_device3**.

5. Click **OK**.

Running Files Collector in Silent Mode

You can activate Files Collector in 'silent' mode, without activating its GUI (Graphic User Interface). The silent mode is useful for example when you run Files Collector from the RSS (Remote Support Server) menu.

To run Files Collector in silent mode:

1. Open a Command Prompt ('DOS' window) in the Files Collector folder.
2. Type the command `FilesCollector silent`.

The file collection process will be performed based on the current settings of the Files Collector software.