Logs and Traces Capture Guide

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Retrieve diagnostics logs (.jdp) From bootloader

**IMPORTANT:** Step 1.b, below, tells you to tap the HP logo as soon as it appears. You only have about a second to do this, or you will have to restart the device again.

Complete the following steps to boot up:

1. Save the logs from the boot menu, as you may need to refer them later.
   
a. Restart the device.

b. Tap the HP logo on the device display as soon as it appears on the screen. This launches the boot menu. c. From the Menu, navigate to Administrator > System Triage > Copy Logs

e. Scroll down to Accept/Download, and tap OK to accept the disclaimer.
2. Return to the first screen. Select Continue and tap OK to continue booting.

g. Insert a USB thumbdrive (FAT32 file system supported by the device) while exporting logs. You will see the process, and the logs will be copied to the USB when it finishes.
Retrieve Diagnostic Logs from Control Panel

1. Swipe left twice to locate the default “Support Tools” app location

2. Select the “Support Tools” app

3. Select Troubleshooting
4. Select Retrieve Diagnostic Data

5. Insert USB drive
6. Make sure the “Create zipped debug information file” is selected
7. Uncheck “Clean up debug information”
8. Press “Save to USB”
Support Tools

Troubleshooting

- Reports
- Print Quality Pages
- Event Log
- Paper Path Page
- Diagnostic Tests

Retrieve Diagnostic Data

- Create zipped debug information file
- Clean up debug information
- Create device data file

The exported data might contain personally identifiable information.

Options:
- Cancel
- Save to USB
Retrieve Diagnostics Data from EWS

1. Bring up https://{device.ipaddress.or.hostname}/hp/device/RetrieveDiagnosticData/Index in a browser

2. Select the “Create zipped debug information file” option
3. Uncheck “Clean up debug information”
4. Press the “Export” button
5. Select the download location when prompted and press “Save”
Retrieve App Log and Crash Report from EWS

1. Bring up https://{device.ipaddress.or.hostname}/hp/device/ApplicationData/Index in a browser

Select the app you want logs for from the drop down.

Press the “Export App Log” button to export the app log.

Press the “Export Crash Report” button to retrieve the crash report for the app.
Retrieve App Log and Crash Report from HP Command Center

1. In the HP Command Center Accounts view select the device you wish to collect logs from.

Press “Log”
2. Press the “Generate logs” for the desired app
3. Wait for the process to complete

**Important:** Once completed the logs must be downloaded from HP Command Center within 24 hours or the logs will need to be regenerated and error data may be lost.

4. Press the “Download” button
5. Select the file download location
6. Press the “Save” button
Capture Network Trace from Device

Required hardware
1. HP MFP/SFP/DS
2. Network Hub
3. A laptop or PC

**NOTE:** The hub sends all data that passes through it to all attached devices. This makes it very simple to capture the MFP's communication.

**NOTE:** Network switches will not work for this process. They only send data to the targeted IP address.

Steps
1. Power off the MFP
2. Connect the MFP to the network hub.
3. Connect the laptop to the network hub.
4. Connect the network hub to the network (this connection may be to a router or a network switch depending on the environment.)
5. Start wireshark on the laptop
   a. If there are multiple network interfaces select the one that connects to the network hub. Typically, this will be the most active one.
b. Press the start capture button in the top left corner. It’s the blue shark fin.

6. Power on the MFP (In order to ensure the initial secure handshake is captured this step needs to be done after wireshark has been started.)

7. Exercise the MFP for the desired behaviour
8. Stop wireshark.
9. Save trace to file
Capture Network trace From Server

1. Power off the MFP
2. Start wireshark on the server. Press the “start capture” button in the top left corner.

**NOTE:** If there are multiple network interfaces, select the one that the MFP will communicate over.

3. Power on the MFP
4. Exercise the MFP for the desired behaviour
5. Stop wireshark.

6. Save trace the trace. File -> Save As