

Logs and Traces Capture Guide

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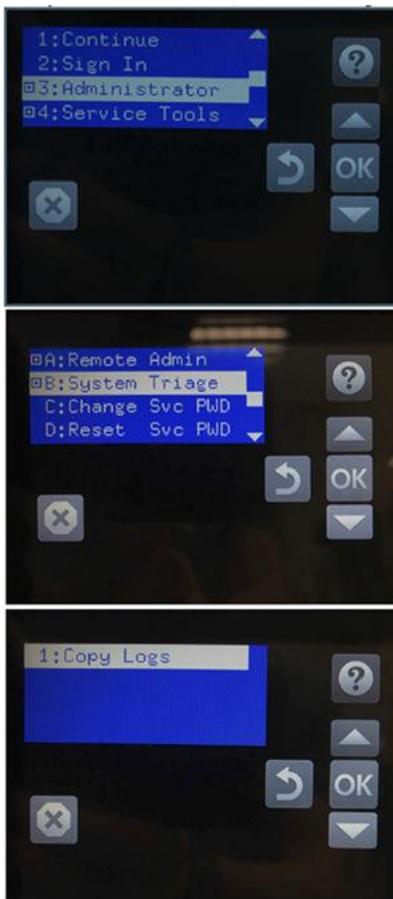
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Retrieve diagnostics logs (.jdp) From bootloader

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.

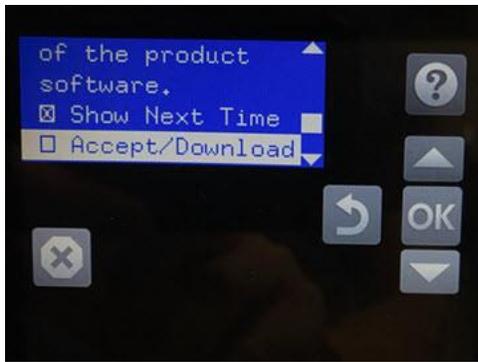
Complete the following steps to boot up:

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

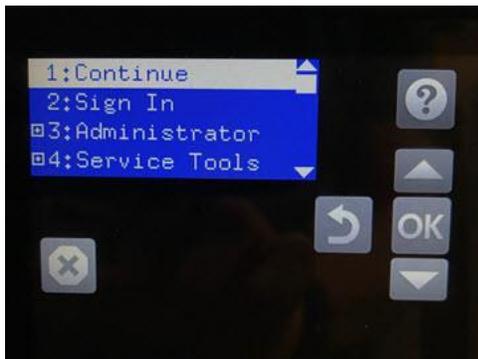


Tap OK.

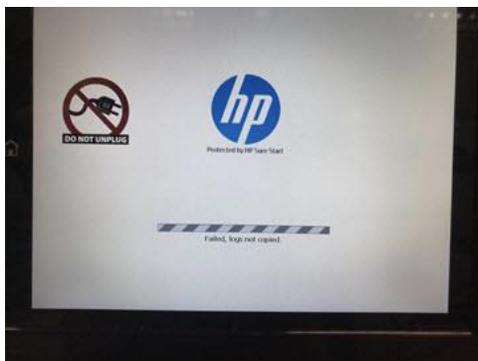
- e. Scroll down to Accept/Download, and tap OK to accept the disclaimer.



2 f. 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

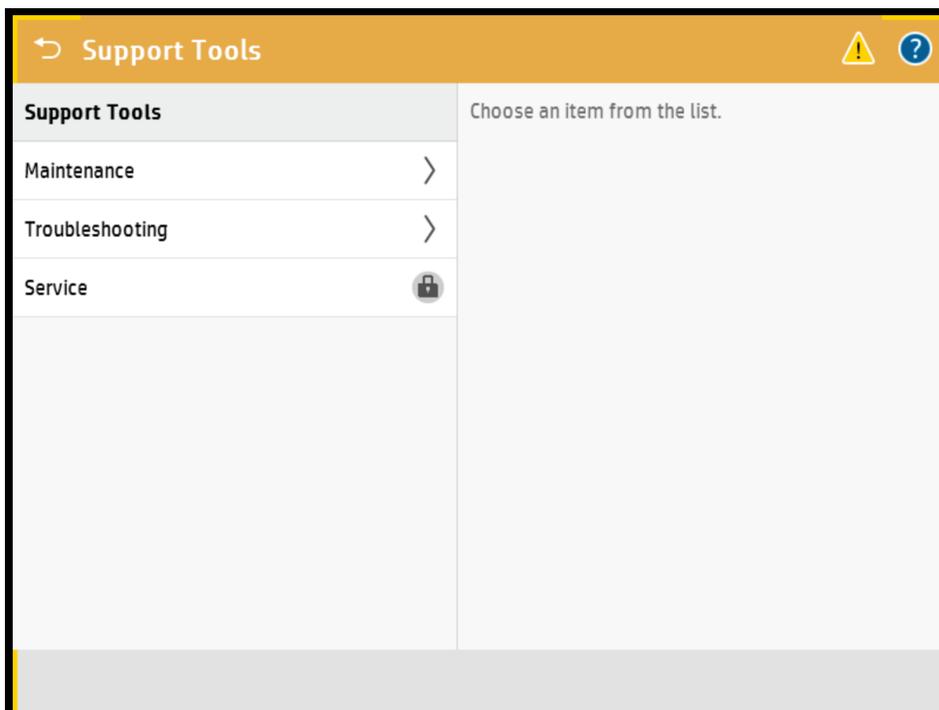


2. Select the "Support Tools" app

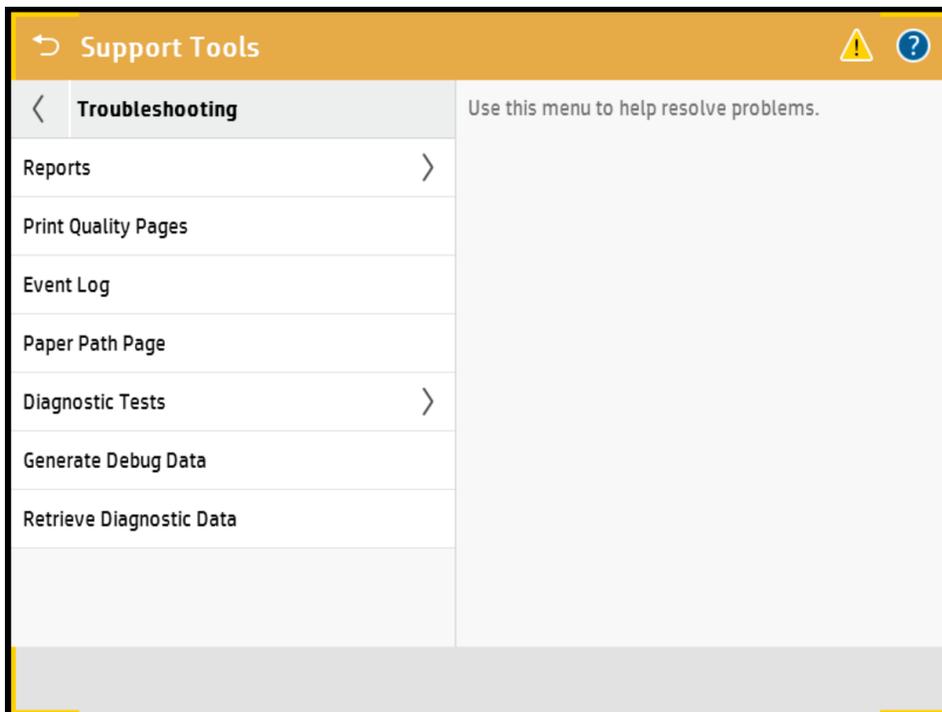


Support Tools

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"



Troubleshooting

- Reports >
- Print Quality Pages
- Event Log
- Paper Path Page
- Diagnostic Tests >
- Generate Debug Data
- Retrieve Diagnostic Data**

Retrieve Diagnostic Data

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

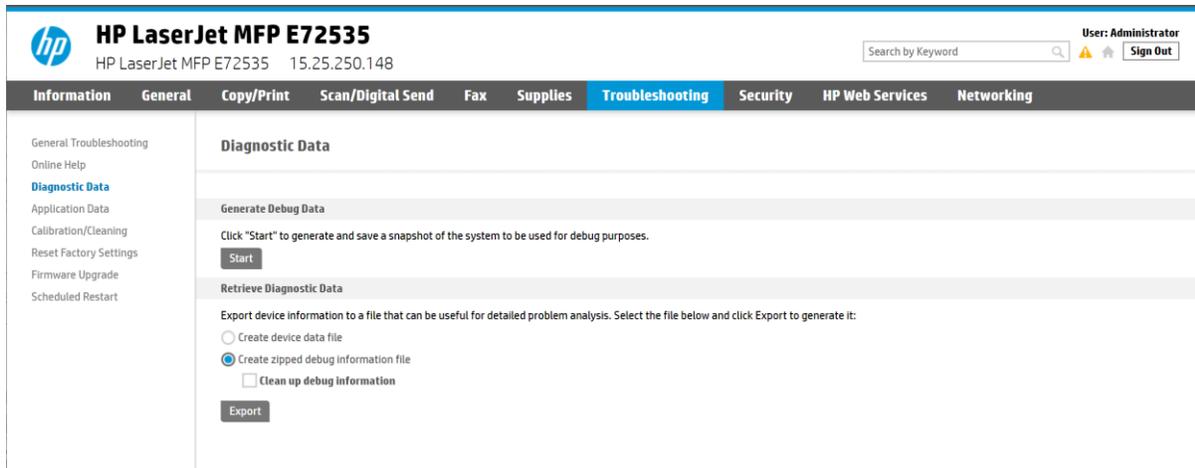
The exported data might contain personally identifiable information.

Cancel

Save to USB

Retrieve Diagnostics Data from EWS

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

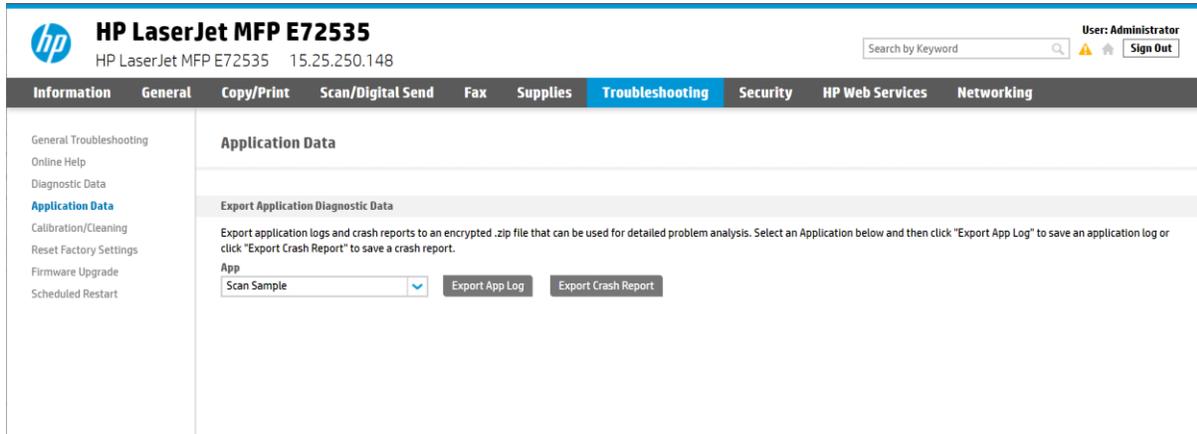


The screenshot shows the HP LaserJet E72535 EWS interface. The top header includes the HP logo, the device name "HP LaserJet MFP E72535", and the IP address "15.25.250.148". A search bar and a "Sign Out" button are also visible. The main navigation bar includes "Information", "General", "Copy/Print", "Scan/Digital Send", "Fax", "Supplies", "Troubleshooting" (highlighted), "Security", "HP Web Services", and "Networking". The left sidebar lists various troubleshooting options, with "Diagnostic Data" selected. The main content area is titled "Diagnostic Data" and contains two sections: "Generate Debug Data" and "Retrieve Diagnostic Data". The "Generate Debug Data" section has a "Start" button. The "Retrieve Diagnostic Data" section has an "Export" button and three radio button options: "Create device data file", "Create zipped debug information file" (selected), and "Clean up debug information".

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



The screenshot shows the HP LaserJet MFP E72535 EWS interface. The top header includes the HP logo, the device name "HP LaserJet MFP E72535", and the IP address "15.25.250.148". A search bar with the text "Search by Keyword" and a "Sign Out" button are also visible. The main navigation menu includes "Information", "General", "Copy/Print", "Scan/Digital Send", "Fax", "Supplies", "Troubleshooting" (highlighted), "Security", "HP Web Services", and "Networking". The left sidebar lists various troubleshooting options, with "Application Data" selected. The main content area is titled "Application Data" and contains the "Export Application Diagnostic Data" section. This section includes a descriptive paragraph: "Export application logs and crash reports to an encrypted .zip file that can be used for detailed problem analysis. Select an Application below and then click 'Export App Log' to save an application log or click 'Export Crash Report' to save a crash report." Below this text is a dropdown menu labeled "App" with "Scan Sample" selected, and two buttons: "Export App Log" and "Export Crash Report".

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"

The screenshot displays the HP Command Center Accounts view. At the top, a message states "No recently completed tasks for over 6 months" next to a "Task history" link with a help icon. Below this, "Users assigned" shows 4 members with a "Members" link. Three action cards are visible: "Link enablement" (0 devices enabled), "Sign in once for Link" (0 devices enabled), and "Firmware" (0 updates available). The main area is divided into two panels: "Solutions (3)" and "Devices (1 / 20)".

Solutions (3)

- HP for OneDrive **New** (beta icon) - Installed on 0 devices
- HP for Box **New** (beta icon) - Installed on 0 devices
- HP for OneDrive Business (beta icon) - Installed on 0 devices

Devices (1 / 20)

- HP COLOR LASERJET MFP E77422 (beta icon)
Serial No. CN11LBP019 | Asset No. 20470agate
0 solutions installed

Buttons for "Add solutions" and "Add devices" are present in each panel. The device card includes "Log" and "Remove" links.

Download Log

You can generate and download logs for solutions installed on your devices. Click "Generate logs" to begin. Note: After logs are generated, you must download them within 24 hours. Otherwise, you will need to generate the logs again.

Tip: If you encounter problems with solutions on a device, be sure to generate and then submit the log files for the solution when you contact [Support](#).

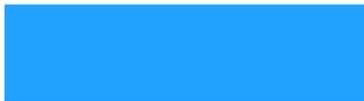
Installed solutions on this device



HP for Google Drive

Offered By HP Inc.

Generate logs



Generate logs



Secure Access

Offered By HP Inc.

Generate logs



Generate logs

Close

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

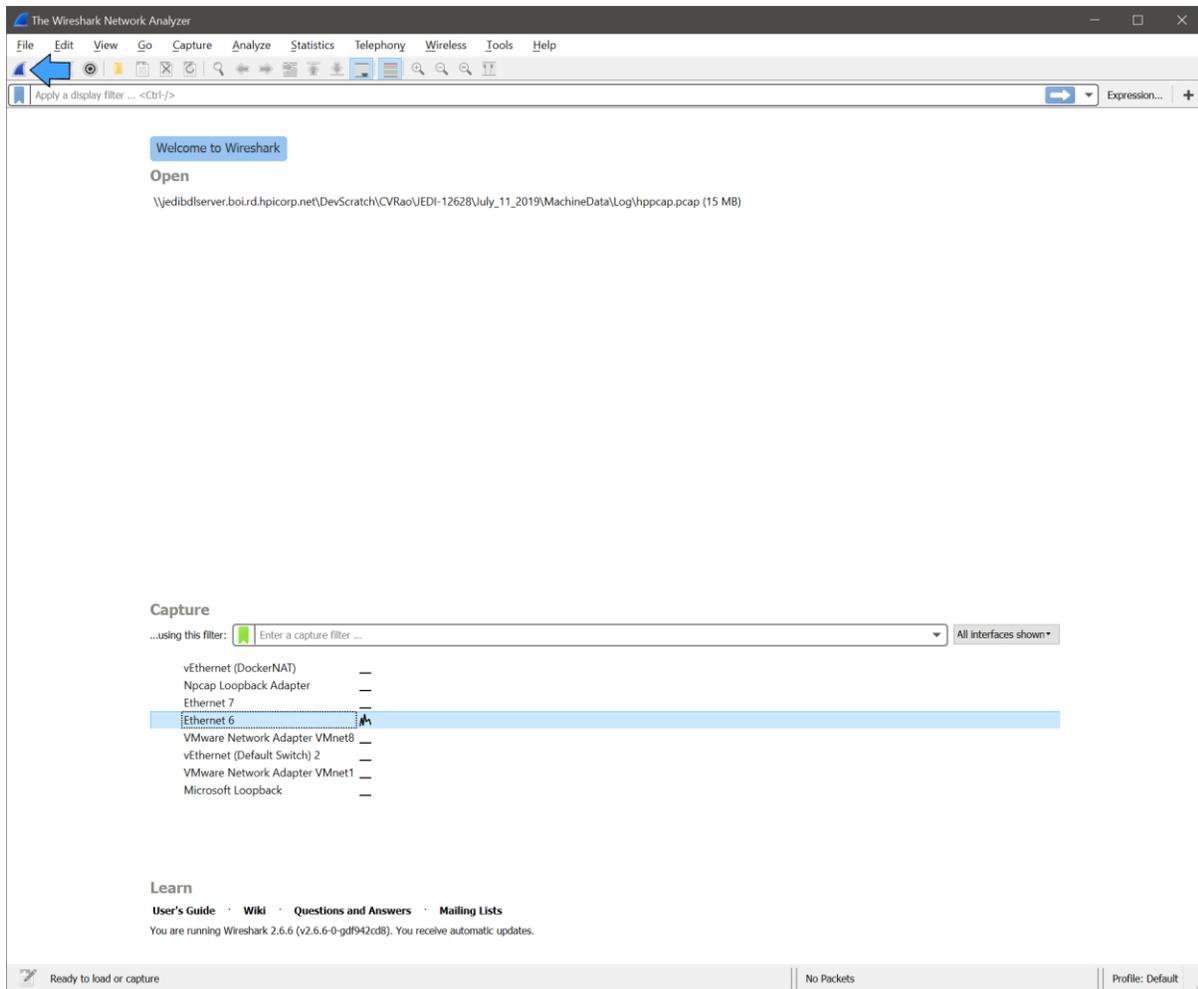
1. HP MFP/SFP/DS
2. Network Hub
3. A laptop or PC

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

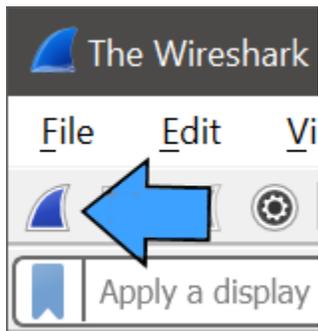
NOTE: Network switches will not work for this process. They only send data to the targeted ip address.

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.)

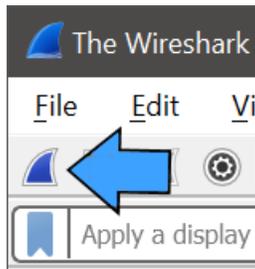
7. Exercise the MFP for the desired behaviour

8. Stop wireshark.

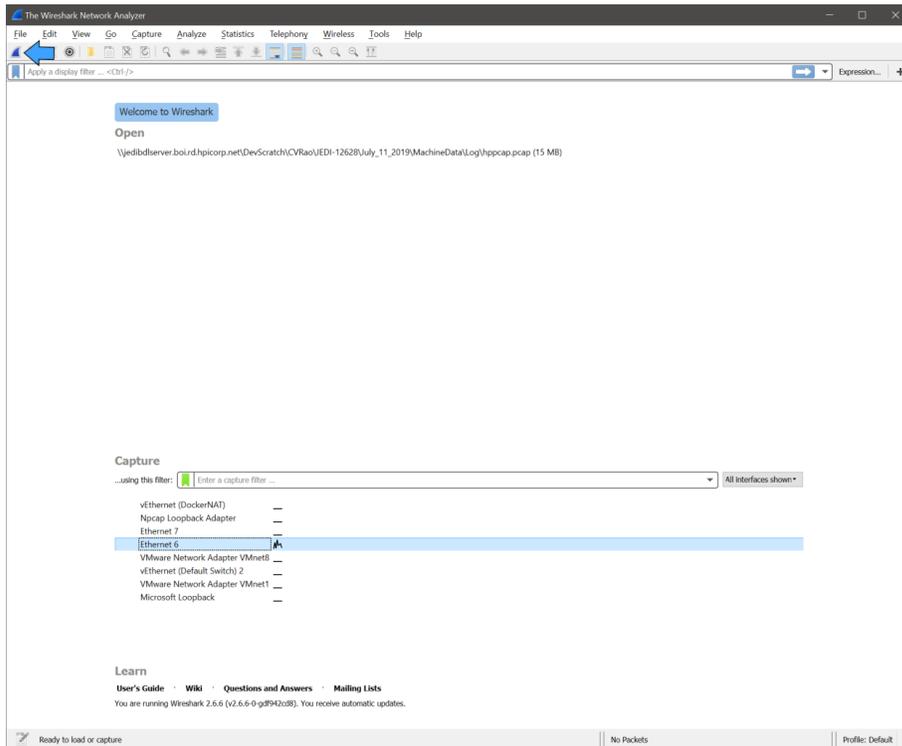
9. Save trace to file

Capture Network trace From Server

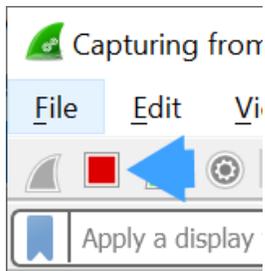
1. Power off the MFP
2. Start wireshark on the server. Press the “start capture” button in the top left corner.



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