

## Downloading and Managing Switcher Logs

Switcher logs are used by Ross Video Technical Support to track and diagnose possible problems you might be having with your switcher. When asked for your switcher logs, you must log into the frame and download the logs.

The switcher stores up to a week worth of log data at any time. This log data is usually broken up into eight (8), 24-hour sets of log files.

### Requirements

To complete this procedure, you must have the following software, options and components:

- Vision Q/MD/X Multi-Definition Digital Production Switcher, version 12.9a, or higher, unless otherwise noted in this document.
- Computer that you can connect to the switcher from.

### Collecting Logs

The procedure used to collect logs depends on the version of software that you are using.

#### Collecting Logs (v12.9a or higher)

At any one time there is a current log file, and up to eight archived log files. When you collect the log files, you can either get all of the logs for the past week, or only the current log file that the switcher is writing to.

1. On your computer, open your Web Browser and, in the address bar, enter the IP address of your frame and press **Enter**.  
The QMD/X Web Interface Splash Screen is displayed.
2. When the **Login Dialog Box** appears, enter your username and password as follows:
  - a) In the **Name** field enter `user`. This is the factory default name.

- b) In the **Password** field enter password. This is the factory default password.
- c) Click **OK**.

**Tip:** You can collect only the current log files by clicking on *Get Current Logs* and following the instructions. Only the logs that the switcher is currently writing too are copied and a new log is started.

3. Click **Logs...** > **Get All Logs** to display the **Get All Switcher Log Files** page.
4. Click **Get All Switcher Log Files**.  
The switcher starts collecting all of the log files together into a single archive. This process may take several seconds to complete.
5. Click the **stills/all-logs.tar.gz** link to open or download the archive to your computer.

#### Collecting Logs (v10.0 to v12.1)

1. On your computer, open your Web Browser and, in the address bar, enter the IP address of your frame and press **Enter**.  
The QMD/X Web Interface Splash Screen is displayed.
2. When the **Login Dialog Box** appears, enter your username and password as follows:
  - a) In the **Name** field enter `user`. This is the factory default name.
  - b) In the **Password** field enter password. This is the factory default password.
  - c) Click **OK**.
3. Click **Other...** > **All Logs** to display the **Get Switcher Log Files Page**.  
This page allows you to download all the log files from the switcher.
4. Click **Get Switcher Log Files**.  
The switcher collects all the log files into a single archive file for you to download. This process may take several seconds to complete.
5. Click the **stills/logs.tar.gz** link to open or download the archive to your computer.



## Port Monitor Data Files (v9.0 or lower)

After you have saved the port monitor data to the hard drive on the frame, you have to navigate to the frame to access the data file.

1. On your computer, open your Web Browser and, in the address bar, type in the following address and press enter `http://<frame IP>/cgi-bin/pmbrowser`.
2. When the **Login Dialog Box** appears, enter your username and password as follows:
  - a) In the **Name** field enter `user`. This is the factory default name.
  - b) In the **Password** field enter `password`. This is the factory default password.
  - c) Click **OK**.
3. Click on the file you want to view. Files are identified by where they come from, what port that are from, and whether they are transmit or receive data. For example, the file `pan04tx.txt` is from the control panel, remote port 4, transmit data.

## Deleting Logs (v12.9a or higher)

You can delete all or only the archived log files from the switcher. This allows you to free up space on the switcher, or clean up the logs before starting to debug an issue for technical support.

1. On your computer, open your Web Browser and, in the address bar, enter the IP address of your frame and press **Enter**. The QMD/X Web Interface Splash Screen is displayed.
2. When the **Login Dialog Box** appears, enter your username and password as follows:
  - a) In the **Name** field enter `user`. This is the factory default name.
  - b) In the **Password** field enter `password`. This is the factory default password.
  - c) Click **OK**.

**Tip:** You can delete only the archived log files by clicking **Delete Old Logs** and following the instructions. Only the archived log files are deleted and the current log files are unaffected.

3. Click **Logs... > Delete All Logs** to display the **Delete All Switcher Log Files** Page.
4. Click **Delete All Switcher Log Files**.

## Cycling Logs (v12.9a or higher)

You can manually have the switcher start a new set of current log files. The old set of log files are added to the archive, and the oldest set of archived log files are deleted.

1. On your computer, open your Web Browser and, in the address bar, enter the IP address of your frame and press **Enter**. The QMD/X Web Interface Splash Screen is displayed.
2. When the **Login Dialog Box** appears, enter your username and password as follows:
  - a) In the **Name** field enter `user`. This is the factory default name.
  - b) In the **Password** field enter `password`. This is the factory default password.
  - c) Click **OK**.
3. Click **Logs... > Cycle Logs** to display the **Cycle Switcher Log Files** Page.
4. Click **Cycle Switcher Log Files**. The switcher archives the current set of log files and starts a new set of current log files.

