

# Generating a Clean Paylink Log.

## ***What is a clean log.***

If you have just added a peripheral to Paylink, you may discover that for some reason Paylink doesn't interface properly to unit.

If this occurs, then the Paylink development team need a clean log in order to be able to help you find out what the problem is.

The idea behind a clean log is that it includes all the transactions between the Paylink and the peripheral, but does not include anything else.

## ***Before you start.***

You will need the MilanDiag diagnostic program available on your PC, and you will need to be able to recreate the problem. Ideally, this will be using the Paylink demo program as this enables Paylink support to recreate the problem.

If you can only create the problem using your own application, that is not a problem.

You will also need to know the name of the protocol your peripheral is using - the generation requires you to type the first few characters of the protocol. It will be one of:

cct	- For the ccTalk protocol
ccn	- For the ccNet protocol
mdb	- For the MDB protocol
id	- For the ID003 protocol
f5	- For the F56 protocol
ebd	- For the EBDS protocol

## ***To generate the log***

### **1) Ensure all Paylink applications are exited.**

This includes your application, the demo program, the driver and the MilanDiag program.

### **2) Disconnect all peripherals from Paylink**

### **3) Remove the USB cable from Paylink**

(and on older Paylinks remove the 12V.) Check that both LEDs are off.

### **4) Start the MilanDiag program and system**

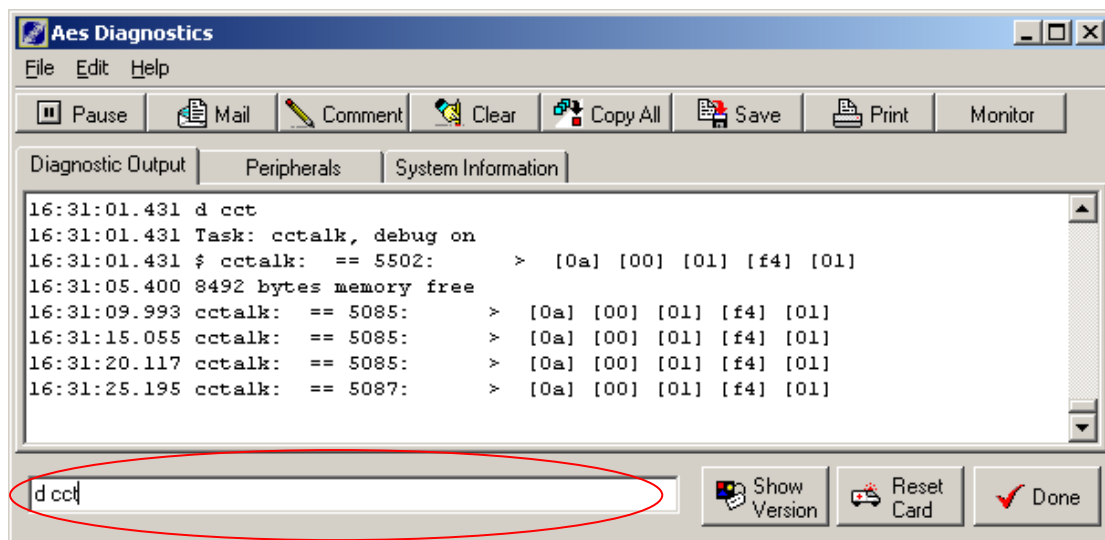
In no particular order, at this point start the Paylink driver and the MilanDiag program.  
Do **not** start any application at this point.

### **5) Replace the USB cable to Paylink**

(and on older Paylinks reconnect the 12V.

### **6) Turn on Paylink low level diagnostics.**

The first stage is to get the data entry field open on the MilanDiag program, as here:



To do this, while holding down the Ctrl, Alt and shift keys at the *left hand* end of the keyboard, click with the right mouse button in the entry field area. If you do this correctly, you will see the data entry field as above, with a cursor selected.

Enter

**d cct**

as shown above, and this will turn on the protocol diagnostics, and display the initial polling. (Don't forget to hit the return key at the end.)

You should then see the idle polling as in the screenshot above.

The other protocol handlers behave in a similar way, with the cct replaced by the protocol name from above.

### **7) Connect the peripheral device that is having a problem.**

Now that the diagnostic system is running, connect the device. You should suddenly see a large number of diagnostic messages.

### **8) Now, reproduce the problem.**

If necessary during this, you can mark positions in the log by using the "Comment" button.

### **9) Finally**

Press the Mail button, which will package everything up, and give you an e-mail ready to send to Paylink support.