

# Customer Tips

... for the user

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## Creating SEElogs on the Document Centre

### Purpose

To assist Xerox in troubleshooting, you may be asked to obtain diagnostic information from your Document Centre. This document describes how to generate a SEElog (also known as "machine trace files"). A SEELog is a tool the product development engineers use to gather more detailed status information about the Document Centre. It contains about 25 object files that capture the last three boot sequences on your Document Centre. A boot sequence occurs when the electronic sub-system (ESS) activates following a Document Centre crash, or the Document Centre is powered off/powerd on (PO/PO).

### Creating a SEElog on a DC 440/432/425/420 340/332 230/220 ST

1. Place a blank IBM formatted HD 1.44 MB diskette into the Document Centre's floppy drive.
2. Select [**Access**].
3. Type in the access code: \*33
4. Information begins to store on the diskette.

This process of transferring information onto the diskette may take as long as six minutes. There is no message on the UI to let you know when the Document Centre finishes storing SEElog information on the diskette, but the drive light remains on until the transfer is complete.

If you see the "Media Full" error message, reformat the floppy and repeat this process.

5. Eject the diskette after the drive's light turns off.

### Creating a SEElog on a DC 230 (LP only)

1. On the control panel, select [**Online**] to take the Document Centre offline. **Printer Off Line** is displayed and the Online LED turns off.
2. Select [**Menu**].
3. Press the right arrow [ → ] once, then press the down arrow [ ↓ ] until you reach "System Administration."
4. Press right arrow [ → ] once. A password prompt appears.

This document applies to these **Xerox** products:

	WC Pro 32/40 Color
	WC Pro 65/75/90
	WC Pro 35/45/55
	WC M35/M45/M55
	DC 555/545/535
	DC 490/480/470/460
x	DC 440/432/425/420
x	DC 340/332
x	DC 265/255/240
	DC 230/220
	DCCS 50

5. A blinking cursor appears. To enter the \* for the \*33 sequence, press **[Form Feed]** and **[Enter]** simultaneously. The display does not change but a beep sounds when you press the two buttons.
6. Press the up arrow [ ↑ ] until **3** is displayed, then press the right arrow [ → ] once then the up arrow [ ↑ ] to display a second 3.
7. Press **[Enter]**.
8. **Trace Collection** appears on the display. Press the right arrow once and **Collect Current Trace** appears.
9. Press **[Enter]**.
10. When the **Insert Diskette** message appears on the display, insert a blank IBM formatted HD 1.44 MB diskette into floppy drive. Press **[Enter]**.
11. When the SEELog is complete, the **Completed** message appears on the display, followed by **Collect Current Trace**. The process of transferring information onto the floppy may take as long as six minutes.
12. Remove the floppy from the Document Centre.
13. Press **[Form Feed]** several times until you return to the Main Menu.
14. Select **[Online]** to bring the Document Centre online again.

## Security Note

The SEELOG files are a collection of details about the internal processes in the Document Centre and the communication between the various machine sub-systems. They contain some configuration details such as the version of software installed on the Document Centre, but no customer jobs or documents.

Most of the information collected from a SEELog is in a form that requires a specialized development tool to read. There is however, one human-readable file that contains the customer information shown on the Document Centre configuration page. It is Xerox policy not to share this information with third parties.

Providing SEELog files helps us to resolve problems. If you are unable to provide them, a delay in problem resolution could occur.

## Additional Information

Xerox Customer Service welcomes feedback on all documentation - send feedback via e-mail to: [USA.DSSC.Doc.Feedback@mc.usa.xerox.com](mailto:USA.DSSC.Doc.Feedback@mc.usa.xerox.com).

You can reach Xerox Customer Support at 1-800-821-2797 (USA), TTY 1-800-855-2880 or at <http://www.xerox.com>.

Other Tips about Xerox multifunction devices are available at the following URL: <http://www.xerox.com/DocumentCentreFamily/Tips>.

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