



LOG FILES CREATED BY VIDA

1 INTRODUCTION

When reporting about an error, VIDA creates log files to be used in the process. Log files are needed in order to analyze the reasons behind a problem. Therefore, a report without log files might be returned which could lead to a longer time to find a solution.

This document contains information about the log files that are created by VIDA. Detailed instructions on how to send log files when creating an error report can be found in the VIDA Help which is available in the VIDA application.

2 HOW TO CREATE AN ERROR REPORT

The error reporting function in VIDA is accessed by clicking the ☰ icon and **Report Error** in the upper right corner of VIDA.

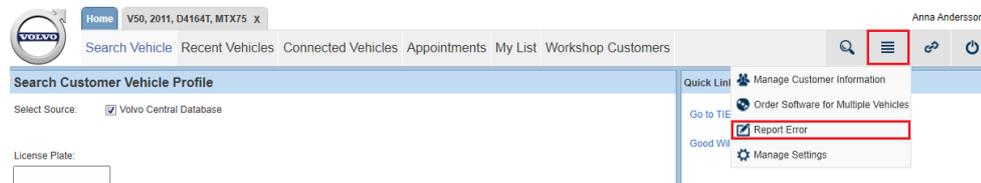


Fig. 1 Report Error

Users with a TIE user ID including the right to create TIE reports will have two options:

- Creating a TIE report.
- Sending an email to a person who can handle the report.

Users without a TIE user ID will only have the option to report by email.



Note

It is preferred to create a TIE report from VIDA.

Depending on the selected TIE Concern Area/Sub Concern Area, VIDA will automatically attach required log files to the TIE report.

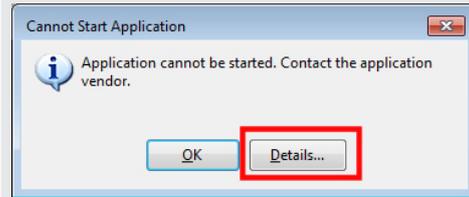
By creating the report from the place in VIDA where you encountered the error, VIDA will automatically attach required log files as well as information about user name, vehicle profile and information about what the user was working on at the time of the report.

3 WHICH LOG FILES ARE NEEDED?

If for some reason a TIE report cannot be created in VIDA, the tables below show which log files to manually attach into a TIE report or by email.

Locations of the log files:

| Name | Location |
|--|--|
| VIDAtrace.log or [VIDA user name]_VIDATrace.log | C:\Users\[WindowsUserName]\VIDA\PROD\LogFiles\Trace\ |
| [VIDA user name]_[VIN of connected vehicle].log | C:\Users\[WindowsUserName]\VIDA\PROD\LogFiles\Diagnos-tics\ |
| VIDA_PrerequisitesInstallation.log | C:\Users\Public |
| CA3JLUFS.log or similar | C:\Users\[WindowsUserName]\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\[Random folder name]\ The log file can also be reached from the error message below, by clicking Details.... |
| [VIDA user name]_[Name of J2534 Device]_[VIN of connected vehicle].log | C:\Users\[WindowsUserName]\VIDA\PROD\LogFiles\Diagnos-tics\ |



When the log files are created:

| Name | When the log file is created |
|---|--|
| VIDAtrace.log | During the login process. |
| [VIDA user name]_VIDA-Trace.log | After the user have logged in or tries to login to VIDA. VIDA will also write diagnostic information to this log file when a vehicle has not yet been identified. |
| [VIDA user name]_[VIN of connected vehicle].log | When a vehicle profile is available in VIDA, either by manually adding a VIN or after VIDA has been able to connect to a vehicle. The communication between VIDA and the vehicle will be logged, as well as communication between VIDA and central systems such as PIE. |

| Name | When the log file is created |
|--|--|
| VIDA_PrerequisitesInstallation.log | During the installation of the prerequisite software for VIDA. |
| CA3JLUFS.log or similar | When it is not possible to start or install VIDA. |
| [VIDA user name]_[Name of J2534 Device]_[VIN of connected vehicle].log | <p>Created when VIDA is communicating with a vehicle using a <i>J2534 Device</i>, such the VOLVO DiCE.</p> <p>Deeper diagnostic communication between VIDA, the communication tool and the vehicle will be logged.</p> |