

How to capture remote log from FM device?

[Main Page](#) > [Frequently Asked Questions - FAQ](#) > [How to capture remote log from FM device?](#)



Contents

- [1 Supported devices](#)
- [2 How does it work?](#)
- [3 Steps to collect log file](#)

Supported devices

Solution applies for these devices:

- [FMB630/FM6320/FM6300](#)
- [FMB640](#)
- [FMC640](#)
- [FMM640](#)
- [FMB641](#)
- [FMC650](#)
- [FMM650](#)

How does it work?

Fleet management devices online log capturing is initiated using command `log2srv` and by setting right configuration. The device establishes a GPRS connection and activates the link to the computer, log starts to stream to the computer until the set time is elapsed. To stop streaming log immediately `log2srvstop` is used.

Steps to collect log file

Here are steps on how to capture an online log from FM series devices:

1. Make sure you have **external IP address** with **opened TCP port**. This could be checked [here](#).
2. Download "**Hercules**" program from www.hw-group.com and start it.

Go to **(1) TCP Server** → **(2)** Enter your **opened TCP port** → **(3)** Press **Listen** then click right mouse button over **Received** or **Sent data** window → **(4)** Go to **Special Chars** → **(5)** Set **ASCII Names**.



Click right mouse button over **Received** or **Sent data** window → **(1)** Go to **Log to File** → **(2)** Set **file name** and **directory** where captured log will be saved → **(3)** Press **Log Enable**.



3. Make sure that FM device is **turned on** and not in **Deep Sleep mode**.

4. Send following **SMS command** to FM device:

- If you have set SMS login and password: `login pass log2srv 1,3,APN,APNusername,APNpassword,IP,port,1200,0`

APN - Operator APN name of the SIM card, which is inserted into the device from which the log will be captured.

APNusername - Operator APN username of the SIM card, which is inserted into the device from which the log will be captured.

APNpassword - Operator APN password of the SIM card, which is inserted into the device from which the log will be captured.

IP - External IP address of the computer to which the device will connect.

port - Opened TCP port (used in **Hercules**) of external ip address to which the device will connect.

Command example: `opa opa log2srv 1,3,banga,,212.59.13.226,7056,1200,0`

- If SMS login and password are not set to leave two spaces before the command:
`log2srv 1,3,APN,APNusername,APNpassword,IP,port,1200,0`

If command was sent correctly you should receive SMS Response:LOG2SRV OK=1, 3, IP, port, 1200, 0



Up to 5 minutes delay could appear if wrong log2srv commands settings will be sent, during that time no SMS or GPRS command could be received. SMS will be hanging, after timeout, hanging SMS's will be proceeded.

5. After successful **SMS response** device will start streaming log to **Hercules** program. **(1)** Logfile bytes will start increasing and **(2)** connected device will appear. Device log will be captured for **20 minutes**.



If you want to stop log capturing immediately send following **SMS command** to FM device:

- If you have set SMS login and password: `login pass log2srvstop`
- If SMS login and password are not set to leave two spaces before the command:
`log2srvstop`

6. Provide captured log to your **Teltonika Sales Manager** or **Teltonika Support team** for further investigation.