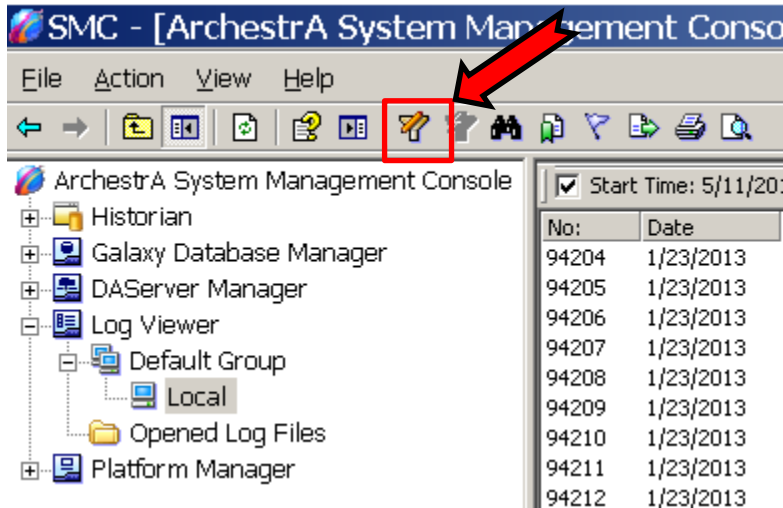


Export Wonderware Error Message

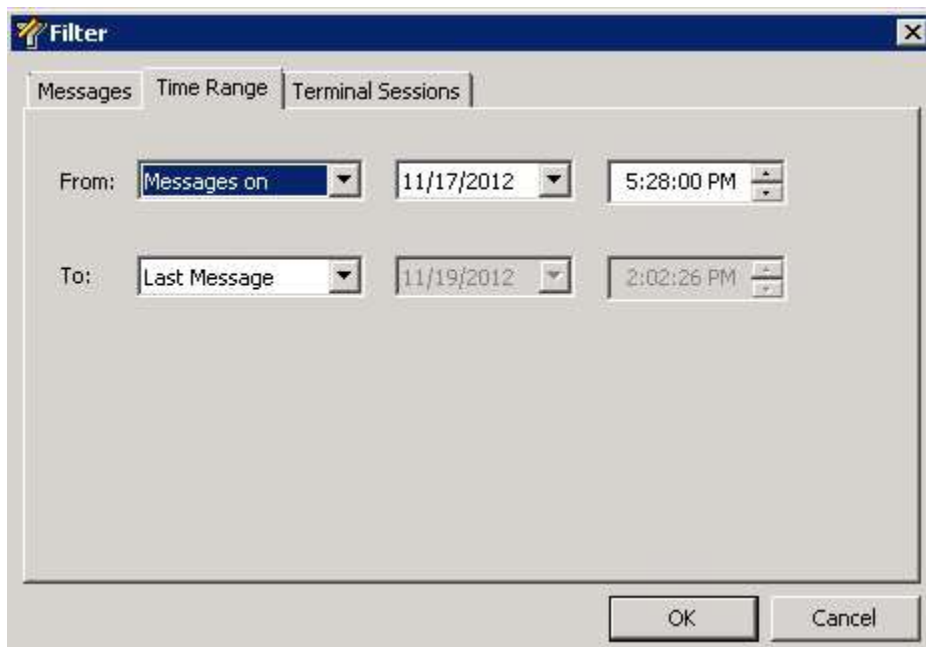
When the Wonderware Tech Support asks for the error message, follow these steps to export the error message:

1. Open **System Management Console (SMC)** from All Program → Wonderware
2. Select **Log Viewer** → **Default Group** → **Local**



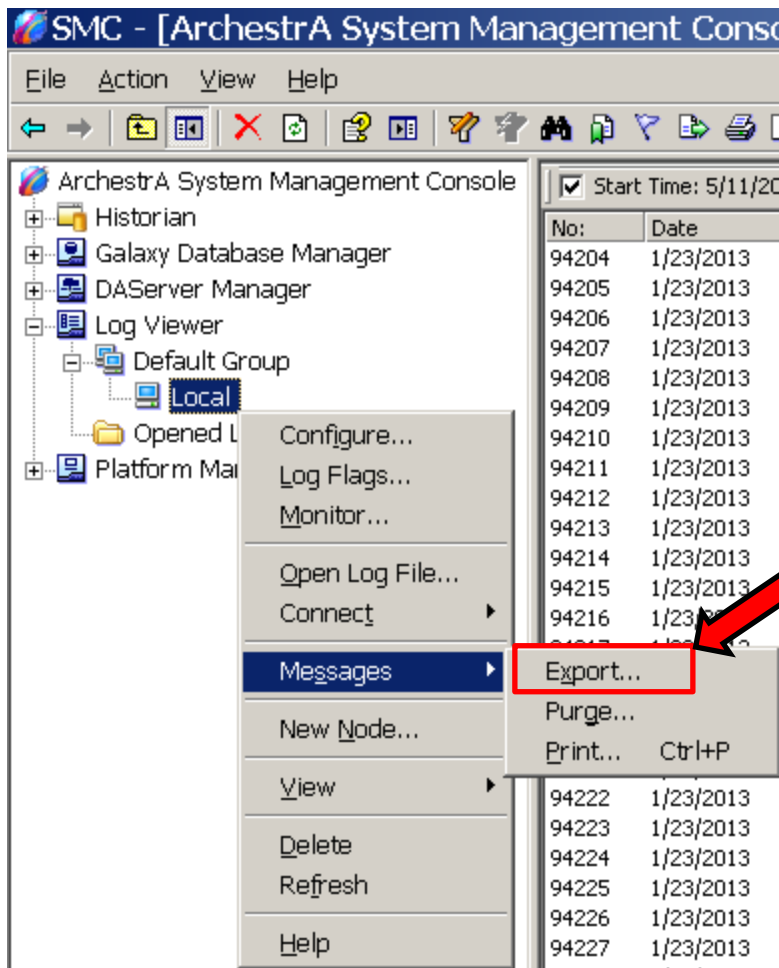
Click on the filter icon shown above.

3. Select **Time Range** tab, then configure the **From** and **To** field to determine the time range where the error messages exist. The following figure shows an example on how to export the messages from 17th Nov 2012 at 5:28:00 PM to now.



For analysis purpose, the best practice is to export the messages from -1 day up to when the error message appears. This will limit the size of the message so it will not be very large.

4. The next step is to right click on the **Local**, then choose **Messages** → **Export**



The file extension will be .aaLGX, send this file to Wonderware Tech Support.

