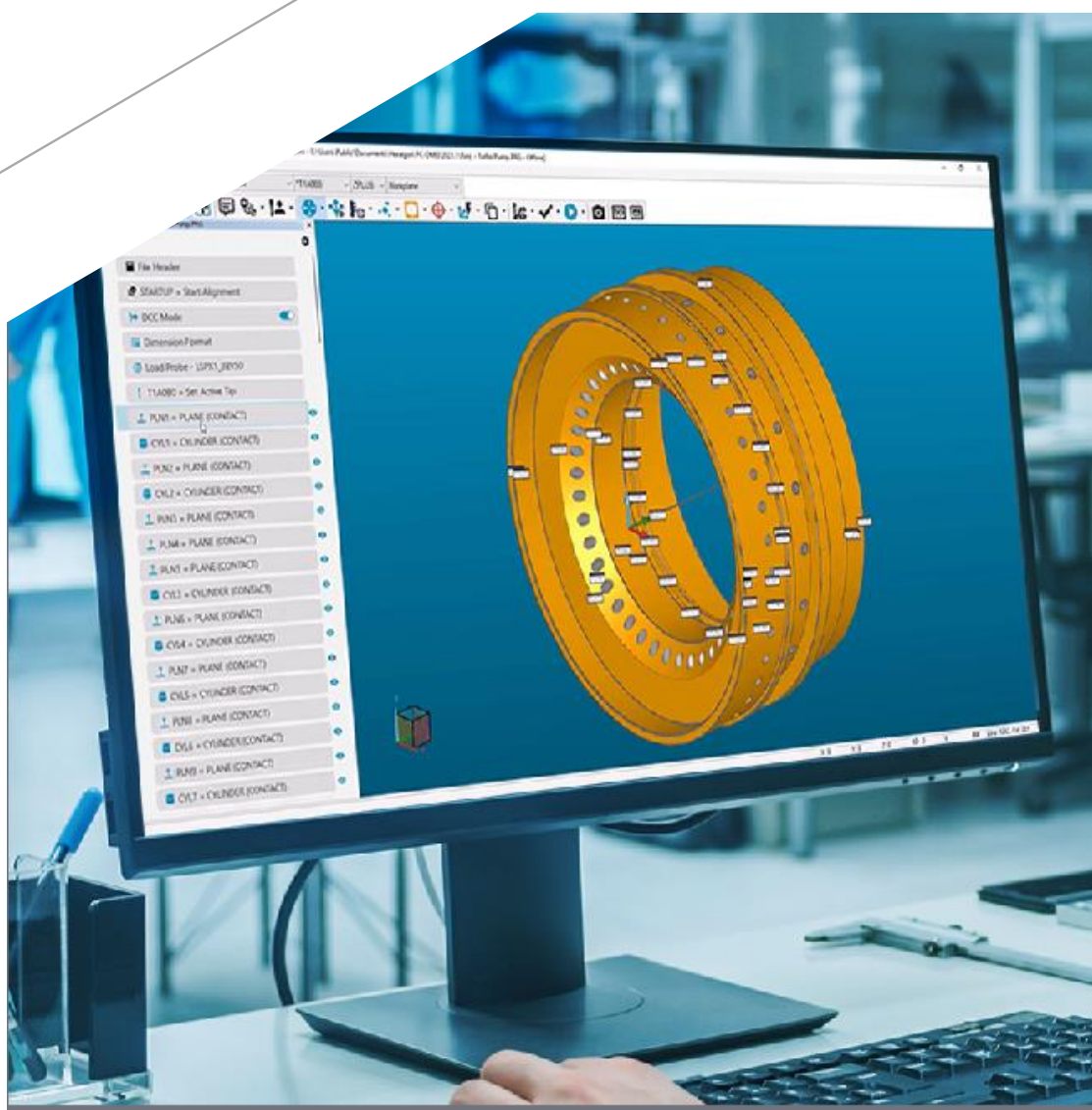


PC-DMIS Log Viewer Manual

2026.2



Copyright and Licensing

This documentation is copyrighted. For more information, see the "[Copyrights, Trademarks, and Legal Information.pdf](#)" in the same folder as this documentation.

Table of Contents

Log Viewer 7

 Log Viewer Main Screen 7

 Health Monitor 20

 Advanced Tools 21

 Preferences 34

 Appendix A - Tray Menu 37

Index 39

Log Viewer

Log Viewer is a debugging application that is installed with PC-DMIS. It helps Application Engineers and Developers collect, display, and analyze diagnostic information from PC-DMIS and other Hexagon applications for troubleshooting and collaborative debugging.

After you install PC-DMIS or restart your computer, Log Viewer starts automatically and runs in the background. Its icon appears in the Windows notification area (system tray), where you can open the Log Viewer window, access settings, or start and stop the service. When you open the Log Viewer window, you can view debug messages in real time, monitor process resource usage, capture communication data, create problem reports, and analyze saved log files.

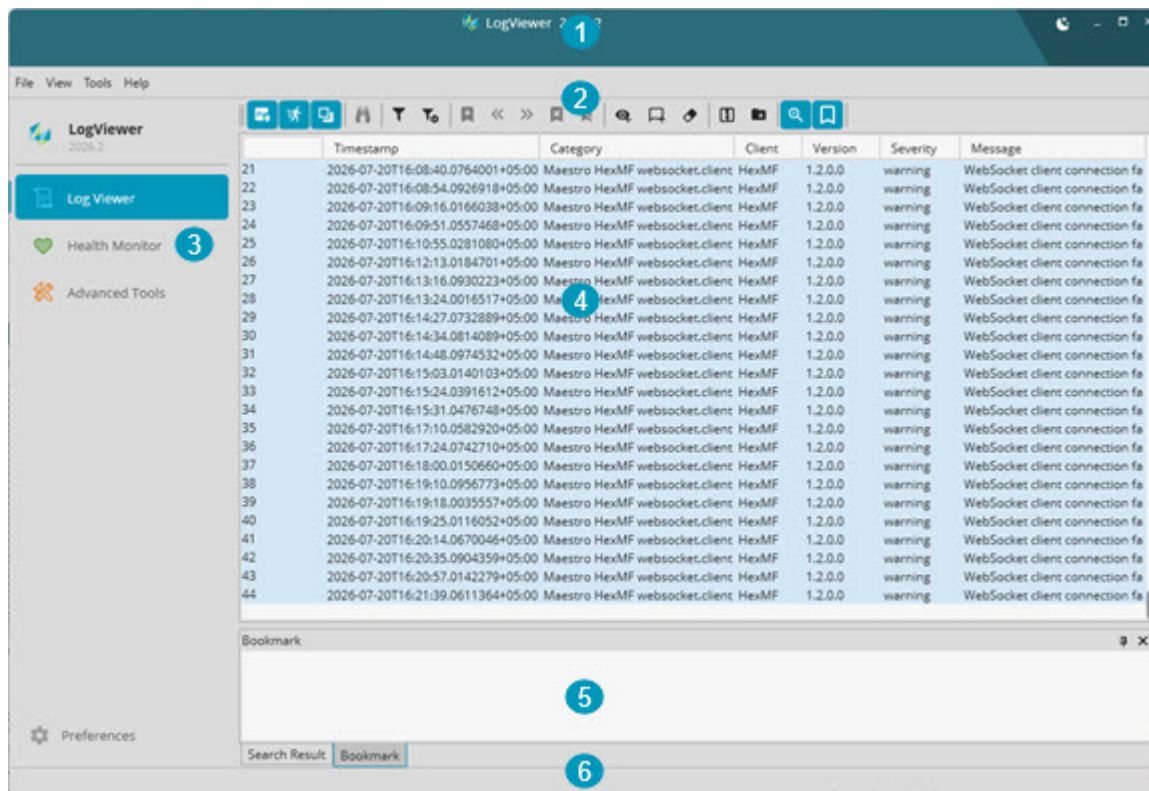
The Log Viewer application includes the following modules:

- **Log Viewer** - Displays debug messages from PC-DMIS and other Hexagon applications in real time. You can also monitor CPU usage, memory usage, handle counts, GDI objects, and other process information.
- **Port Listener** - Listens on a specified port and captures communication packets exchanged between software and supported hardware controllers.
- **Problem Report** - Collects PC-DMIS diagnostic information into a single package for troubleshooting.
- **Log Parser** - Opens saved log files for offline searching, filtering, and analysis.

The documentation describes how to use the Log Viewer application and its tools to collect, view, and analyze diagnostic information.

Log Viewer Main Screen

The Log Viewer main screen comprises of these sections:

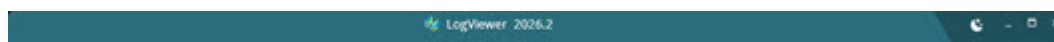


Log Viewer Main Screen

1. Title Bar Area
2. Menu and Toolbar Area
3. Navigation Pane
4. Message Log Display Area
5. Tab Area
6. Log Viewer Status Message Area

This section of the Log Viewer documentation describes the various areas of the Log Viewer main screen.

Title Bar Area



Log Viewer's Title Bar area

The name and version of the application are shown in the center of the Title Bar.

On the right side of the Title Bar, these options are available:



Theme button - Click this button to switch between Light and Dark themes.



Minimize, Maximize, and Close buttons - These are standard Windows buttons that you can use to minimize, maximize, or close the application.

Menu and Toolbar Area

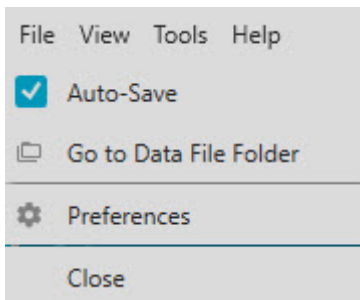


Log Viewer's Menu and Toolbar area

Menu Area

The Log Viewer's menu consists of these options:

File



File menu options

Auto-Save - Select this option to turn the Auto-Save functionality on and off. When you set this option to On, Log Viewer saves the message logs as a .json file in this folder:

"C:\Users\<username>\AppData\Local\Hexagon\LogViewer_Logs"

An example of how Log Viewer formats each message log data in the .json file is shown below.

```
{
  "origin":
  {
    "clientName": "PCD",
    "category": "Metrology",
    "version": "2025.1",
    "tag": "Machine1",
    "timestamp": "2025-01-23T15:01:57.0125178+08:00",
    "severity": "info",
    "message": "Setting active probe from 5ddd6bb8(SMARTSCAN) to 0 (???) on Arm 1, Level 0 modalsettings=32 629130 calling_location_flag=1773391\n"
  }
}
```

The data is formatted where the "clientName", "category", "version", "tag", and "severity" fields define the information that you can customize when Log Viewer receives the log message from the application being monitored.

clientName - This field defines the software or the name of the application's module that Log Viewer monitors.

category - This field comprises a large classification range and depends on the application that Log Viewer monitors.

version - This field defines the version of the software that Log Viewer is monitoring.

tag - This field defines miscellaneous information related to the application that Log Viewer is monitoring.

timestamp - This field defines the exact date and time when Log Viewer received the message from the application being monitored.

severity - This field defines information such as whether the message is informational, a warning, or an error.

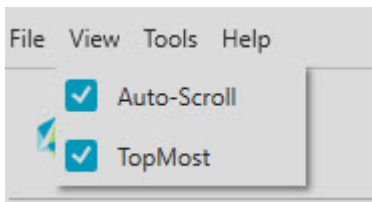
message - This field defines the raw message log that Log Viewer received from the application being monitored.

Go to Data File Folder - Select this option to open a File Explorer window to the folder location that contains the Log Viewer log files.

Preferences - Select this option to open the **Preferences** page. For details on the **Preferences** page, see the "[Preferences](#)" topic in the PC-DMIS Log Viewer documentation.

Close - Select this option to exit the Log Viewer application.

View

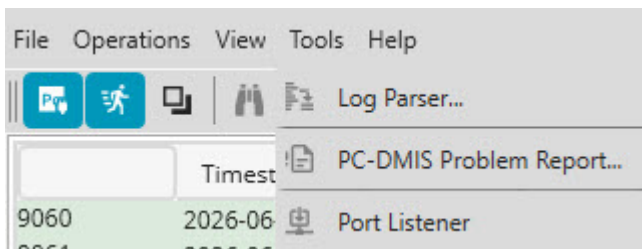


View Menu Options

Auto-Scroll - When you select this option, Log Viewer continuously scrolls the list of log messages, so the most recent log messages display at the top of the list.

TopMost - When you select this option, the Log Viewer window remains at the top of your display's view. This ensures that the Log Viewer screen is never hidden behind any other application window.

Tools



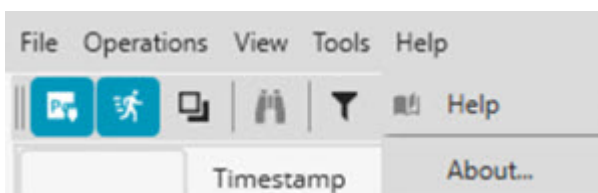
Tools Menu Options

Log Parser - Click this option to run the Log Parser tool. You can use the Log Parser tool to parse one or more Log Viewer log files. Filters are available that you can use on the log messages. This allows you to filter out unnecessary information and focus only on the data you need for your analysis. For details on the Log Parser tool, see the "[Log Parser](#)" topic in the PC-DMIS Log Viewer documentation.

PC-DMIS Problem Report - Click this option to open the **PC-DMIS Problem Report** dialog box. You can use this dialog box to zip up and save the selected PC-DMIS report files for future analysis. For details on the PC-DMIS Problem Report tool, see the "[PC-DMIS Problem Report](#)" topic in the Log Viewer documentation.

Port Listener - Click this option to open the **Port Listener** dialog box. The Port Listener tool is a utility that you can use to monitor data communication between the software and hardware controllers on a specified port of a selected network interface. It captures communication packets between the software and hardware controllers and adds them to Log Viewer as log messages, allowing you to analyze them together with PC-DMIS logs. For details on the Port Listener tool, see the "[Port Listener](#)" topic in the Log Viewer documentation.

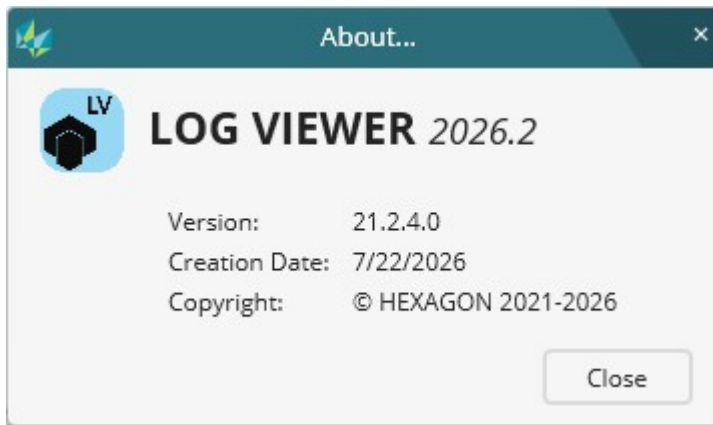
Help



Help menu options

Help - Click this option to open this help documentation.

About - Click this option to open the **About** dialog box.



Toolbar Area

The Log Viewer's toolbar consists of these options:



Connect / Disconnect button - Click this button to toggle Log Viewer's real-time message logging on  and off . When Log Viewer is connected and displays real-time message logs, this option appears as **Disconnect**. When Log Viewer is not connected, this option appears as **Connect**.



Auto-Scroll button - Click this button to enable auto-scrolling . This allows Log Viewer to continuously scroll the list of log messages, so the most recent log messages display at the top of the list.



TopMost button - Click this button to enable the **TopMost** functionality . When you enable this feature, Log Viewer's window remains at the top of your display's view. This ensures that the Log Viewer screen is never hidden behind any other application window.



Find button - This option only works when you are disconnected and no longer collecting message logs. Click this button to open the **Find** dialog box.



Type in the desired string and Log Viewer searches all the log messages. Log Viewer shows all messages that have strings that match your search criteria in the Tab area's **Search Result** tab.

Click the **Find Next** option to show each log message individually that matches your string.

Click the **Find All** button to show all messages with the matching string.

Select any of the check box options to refine or enhance your search.



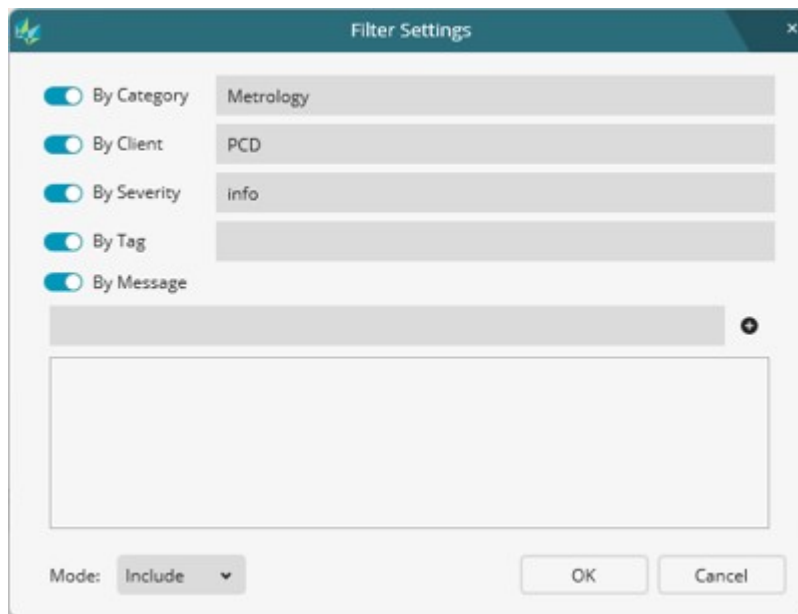
Filter button - Click this button to enable the Filter feature . When you enable this feature, Log Viewer shows only log messages that include or exclude the strings defined in the **Filter Settings** dialog box.



Filtering affects only the messages displayed in Log Viewer. The application always saves the complete log data to the log file.



Filter Settings button - Click this button to open the **Filter Settings** dialog box.



To use this dialog, do this:

1. From the **Filter Settings** dialog box, click the filter types that you want to enable.
2. Once you enable a filter option, type the string that you want to filter on in the respective filter type box.
3. For the **By Message** filter type, type the string you want to filter on and click the **Add** button  to add it to the filter list area. You can type in as many strings as you like.
4. Select the **Include** or **Exclude** option from the **Mode** list to show all log messages that either have or do not have the filtering condition strings.
5. Click **OK** to enable the filter settings or **Cancel** to close the dialog box without enabling the filter settings.

You must click the **Filter** button for log message filtering to work.



 **Set Bookmark** button - This option only works when you are disconnected and no longer collecting message logs. To set a bookmark on a log message, select the row you want to bookmark and then click this button. Log Viewer informs you of rows that you bookmarked with a yellow bookmark symbol in front of the row and highlights the bookmarked row.

Log Viewer shows messages that you bookmark in the Tab area's **Bookmark** tab.

You can see in this example that line 731 is bookmarked:

[illegible]



Go to previous bookmark button - This option only works when you are disconnected and no longer collecting message logs. Click this button to jump to the previously bookmarked log message.



Go to next bookmark button - This option only works when you are disconnected and no longer collecting message logs. Click this button to jump to the next bookmarked log message.



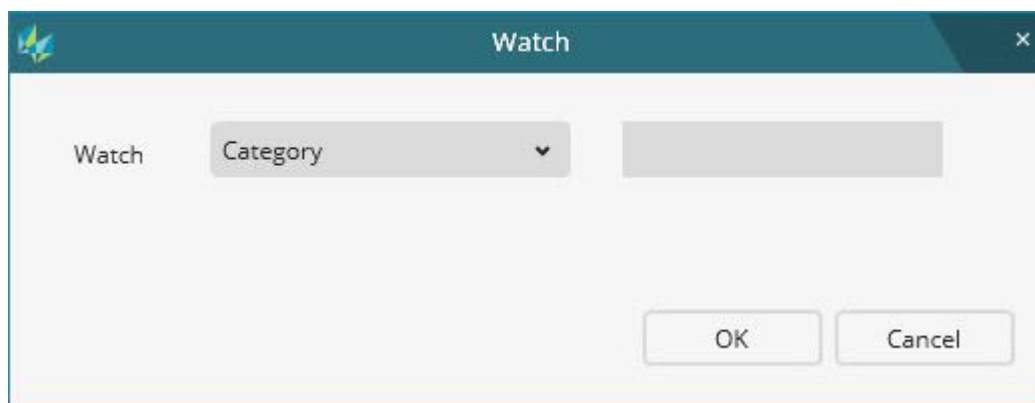
Remove Bookmark button - This option only works when you are disconnected and no longer collecting message logs. Click this button to remove the bookmark from the currently selected bookmarked log message. This action is permanent.



Clear All Bookmarks button - This option only works when you are disconnected and no longer collecting message logs. Click this button to remove all bookmarks in the current list of log messages. This action is permanent.



Add Watch button - Click this button to show the **Watch** dialog box.



Watch dialog box

You can use the **Add Watch** dialog box to show the log for the specified client, tag, or other condition.

To do this, follow these steps:

1. Click the **Watch** button  from the toolbar to open the **Watch** dialog box.
2. From the dialog box, select a category from the list. The options are:
 - **Category** - Type the name of the category associated with the log file that you want to watch.
 - **Client** - Type the name of the client associated with the log file that you want to watch.

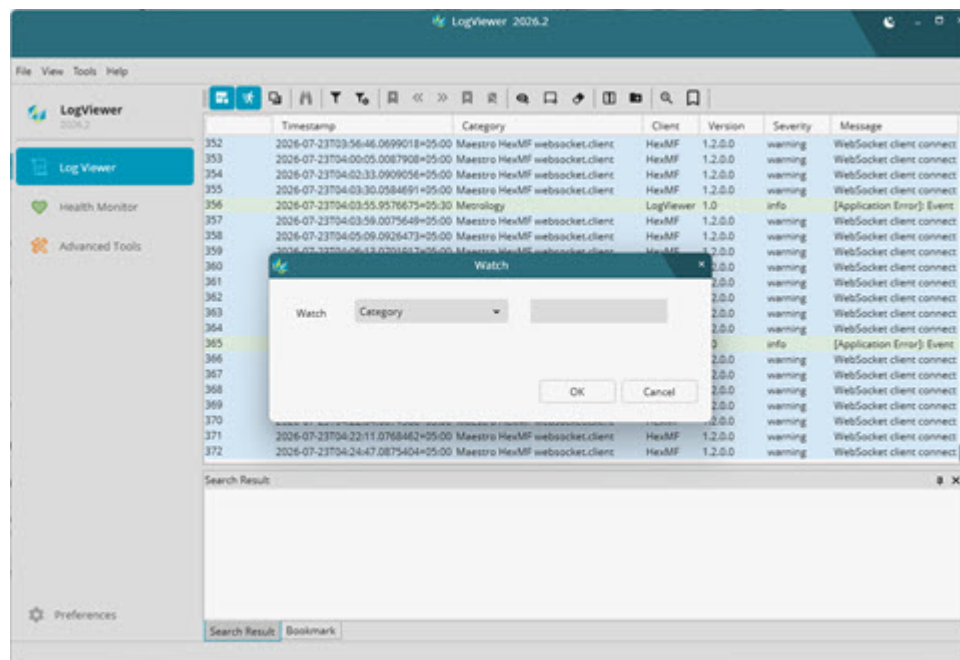
- **Tag** - Type the name of the tag associated with the log file that you want to watch.
- **Version** - Type the name of the version associated with the log file that you want to watch.
- **Severity** - Type the name of the severity associated with the log file that you want to watch.

3. Type the description of the selected **Watch** option.



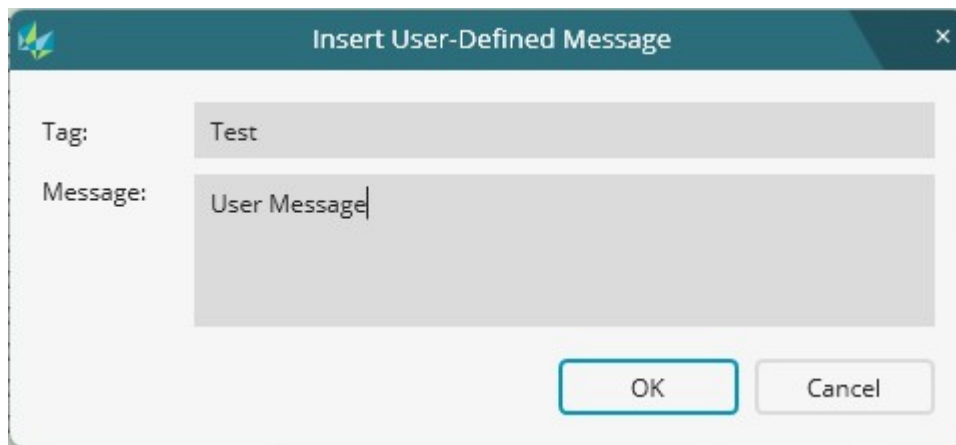
You can find the description in the appropriate column of Log Viewer's **Message Log Display** area.

4. Click the **OK** button to create a **Watch** tab at the bottom of the Log Viewer screen with the category name and description. You can create up to five **Watch** tabs.

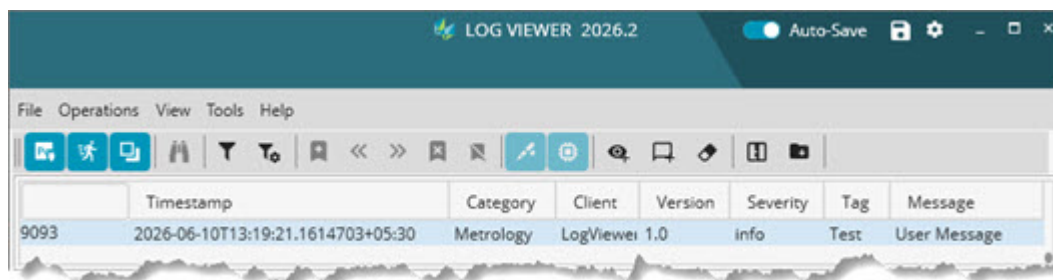


Insert User-Defined Message button - Click this button to insert a message to any log message. To do this:

1. Select the log message that you want to add a user-defined message to then click the **Insert a User-defined Message** button. The **Insert a User-defined Message** dialog box opens.



2. Type a tag name for the message in the **Tag** box.
3. Type your message in the **Message** box.
4. Click the **OK** button to save your message. The message now shows up in the **Message** column of the Message Log display area for the selected message.



Clear button - Click this button to permanently clear all Log Viewer messages from the Message Log Display area.



Compress Log Files button - Click this button to zip up and save all the log files for the current day. You can also access this from the Windows tray menu. For details, see the "[Appendix A - Tray Menu](#)" topic in the Log Viewer documentation. You can also access this functionality from the **Advanced Tools** page. For details, see the "[Compress Log Files](#)" topic in the Log Viewer documentation.



Go To Data File Folder button - Click this button to open a File Explorer window to the folder location that contains the Log Viewer log files.



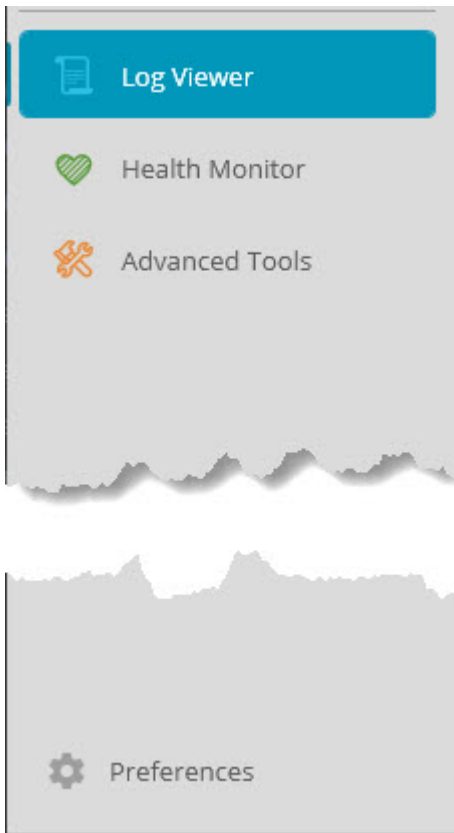
Show Search Result Window button - Select this option to show or hide the **Search Result** window in the Tab area.



Show Bookmarks Window button - Select this option to show or hide the **Bookmark** window in the Tab area.

Navigation Pane

Use the navigation pane to access the Log Viewer pages and tools.



The navigation pane provides access to the following pages:

- **Log Viewer** - Displays real-time debug messages and process information.
- **Health Monitor** - Monitors CPU usage, memory usage, handle counts, GDI objects, and other process information.
- **Advanced Tools** - Provides access to Batch Export, Log Statistics, Port Listener, Problem Report, and Log Parser.
- **Preferences** - Configures application settings, including appearance, startup behavior, connection settings, and log options.

Message Log Display Area

The Message Log Display area shows the list of log messages.

	Timestamp	Category	Client	Version	Severity	Message
61	2026-06-10T19:51:09.0587680+05:00	Metrology	PCD	2026.2	info	Setting up flags for jump in execution to obj=a86efb58, i
62	2026-06-10T19:51:09.0587838+05:00	Metrology	PCD	2026.2	info	EXECLIST:CONSTRUCTOR4 current=86438d30 learn=735
63	2026-06-10T19:51:09.0587859+05:00	Metrology	PCD	2026.2	info	EXECLIST:execute_mode=2 already_executing=0 in_com
64	2026-06-10T19:51:09.0587875+05:00	Metrology	PCD	2026.2	info	update_global_parameters during execute mode 0 type
65	2026-06-10T19:51:09.0587887+05:00	Metrology	PCD	2026.2	info	update_global_parameters during execute mode a86efb
66	2026-06-10T19:51:09.0587900+05:00	Metrology	PCD	2026.2	info	CGlobalAutomationInfo::SetFlag: flag = 1; m_iAutomate
67	2026-06-10T19:51:09.0587909+05:00	Metrology	PCD	2026.2	info	Enter InAutomation: in_data = 1; previous data =0
68	2026-06-10T19:51:09.0587918+05:00	Metrology	PCD	2026.2	info	CGlobalAutomationInfo::SetData: Data = 0; m_iAutomat
69	2026-06-10T19:51:09.0587926+05:00	Metrology	PCD	2026.2	info	Exit InAutomation: restoring data =0
70	2026-06-10T19:51:09.0587935+05:00	Metrology	PCD	2026.2	info	MSDEBUG:SetFeature=a86efb58, id=CYL1, Arm=1, armM
71	2026-06-10T19:51:09.0587964+05:00	Metrology	PCD	2026.2	info	CPCDcommand(T1A0B0)::execute, stepNumber(1), mod
72	2026-06-10T19:51:09.0587987+05:00	Metrology	PCD	2026.2	info	SETACTIV:this=860bc7d0,flagword=0000000000000000
73	2026-06-10T19:51:09.0588058+05:00	Metrology	PCD	2026.2	info	CPCDcommand():execute, stepNumber(1), mode(0), sta
74	2026-06-10T19:51:09.0591230+05:00	Metrology	PCD	2026.2	info	EXECLIST:CONSTRUCTOR5 current=86438d30 learn=735
75	2026-06-10T19:51:09.0591273+05:00	Metrology	PCD	2026.2	info	EXECLIST: creating path lines
76	2026-06-10T19:51:09.0593102+05:00	Metrology	PCD	2026.2	info	AUTOMATION: ApplicationObjectEvents::OnUpdateStat
77	2026-06-10T19:51:09.0593149+05:00	Metrology	PCD	2026.2	info	In ApplicationObjectEvents::FireEventHandler at line 8:
78	2026-06-10T19:51:09.0593162+05:00	Metrology	PCD	2026.2	info	AUTOMATION: ApplicationObjectEvents FireEventHandl

Example of the Message Log Display area

Log Viewer dynamically updates the list of messages in real time as it receives new messages. When you bookmark a log message, Log Viewer inserts a yellow flag to the left of messages as you can see in the two bookmarked messages in the image above.

Right-click the header row to display a list of available columns. Select a check box to show a column in the Message Log Display area, or clear the check box to hide it. Available columns include **Timestamp**, **Category**, **Client**, **Version**, **Severity**, **Tag**, **ComponentID**, **SourceFileName**, and **Line Number**.

You can set the Display area to automatically scroll so that the latest messages remain visible. For details, see the "[Menu and Toolbar Area](#)" topic in the PC-DMIS Log Viewer documentation.

Tab Area

Bookmark	
330	AUTOMATION: ApplicationObjectEvents::OnUpdateStatusMessage - Msg:
352	[OverviewImage] updateOverviewImage: source -1 -> 0
375	AUTOMATION: ApplicationObjectEvents FireEventHandler Connection Count: 0
377	AUTOMATION: ApplicationObjectEvents::OnSavePartProgram - PartProgram: QF.PRG
385	45
418	AUTOMATION: ApplicationObjectEvents FireEventHandler Connection Count: 0
439	MSDEBUG:Settings changed from 78fadcb0 to 0 - Arm1 to Arm-1 UAR=0 Stack = 444451

Example of the Log Viewer Tab area

The Log Viewer's tab area provides the following tabs. You can click and drag a tab to reposition it anywhere inside or outside the Log Viewer window.

Search Results - Click this tab to show the log messages that match your search criteria. For details on how to perform a search in Log Viewer, see the "[Menu and Toolbar Area](#)" topic in the PC-DMIS Log Viewer documentation.

Bookmarks - Click this tab to view log messages that you bookmark. For details on how to bookmark log messages, see the "[Menu and Toolbar Area](#)" topic in the PC-DMIS Log Viewer documentation.

Each tab includes the following controls:

- **Window Position** - Changes the position of the tab window.
- **Hide** - Closes the tab window.

Log Viewer Status Message Area

C:\Users\...AppData\Local\Hexagon\LogViewer_Logs\2026-07-22\2026-07-22-15-47-04.txt

Log Viewer's Status Message Area

The Log Viewer **Status Message** area displays the file path where logs are automatically saved. The **Status Message** area is found along the bottom of the Log Viewer window.

Health Monitor

Select **Health Monitor** in the navigation pane to open the Health Monitor page. The page monitors key system and process resource metrics in real time for the watched process, which is PCDLRN by default. Use this information to identify potential memory leaks, handle leaks, GDI object leaks, CPU anomalies, and similar issues.

The **Connected** indicator at the top-left of the page shows the status of the monitoring connection.



The top of the page displays four real-time metrics:

System CPU - Displays overall system CPU usage.

PC-DMIS working set - Displays the working-set memory usage of PC-DMIS.

Handles - Displays the handle count and its configured upper threshold.

GDI Objects - Displays the GDI object count and its configured upper threshold.

The page also displays the following real-time charts:

CPU Usage (%) - Plots CPU usage for the watched process and the system over time.

Memory Usage (MB) - Plots memory usage for the watched process over time.

The charts continuously refresh and scroll along the time axis, helping you identify metric trends and spikes.

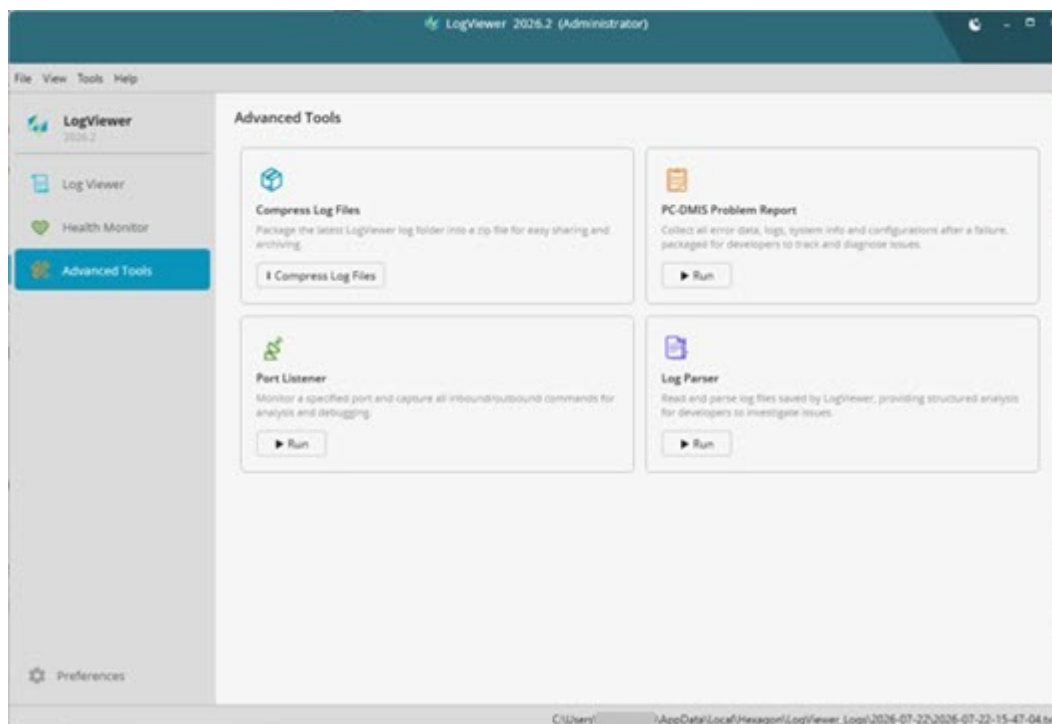
The table below the chart displays a snapshot of the watched process and its current resource usage.

Process Name	Status	Working Set(M	Private Bytes(Mf	Handle Cc	Threads	GDI Objects	CPU(%)	Time
PCDLRN	Running	328.27	880.61	2812	101	0	0.10	2026-07-20 07:08:27

At the bottom of the page, the alert list displays alerts generated when a metric exceeds its configured threshold. Each alert includes the level, trigger time, metric type, threshold, actual value, and status.

Level	Trigger Time	Metric Type	Threshold	Actual Value	Status
Advisory	2026-07-20 06:55:07	MemoryUsage	70.0	70.4	Recovered
Advisory	2026-07-20 06:53:22	MemoryUsage	70.0	70.3	Recovered
Warning	2026-07-20 06:36:52	ProcessHandleCount	10000.0	2810.0	Active
Warning	2026-07-20 06:36:47	ProcessHandleCount	10000.0	2810.0	Active

Advanced Tools



Select **Advanced Tools** in the navigation pane to open the **Advanced Tools** page. The page provides access to the following tools for developers and technical support staff. Each tool includes a brief description and a button to launch the tool.

- [Compress Log Files](#)

- [PC-DMIS Problem Report](#)
- [Port Listener](#)
- [Log Parser](#)

Compress Log Files

The Compress Log Files tool lets you package the latest Log Viewer log folder into a ZIP file for easy sharing and archiving.

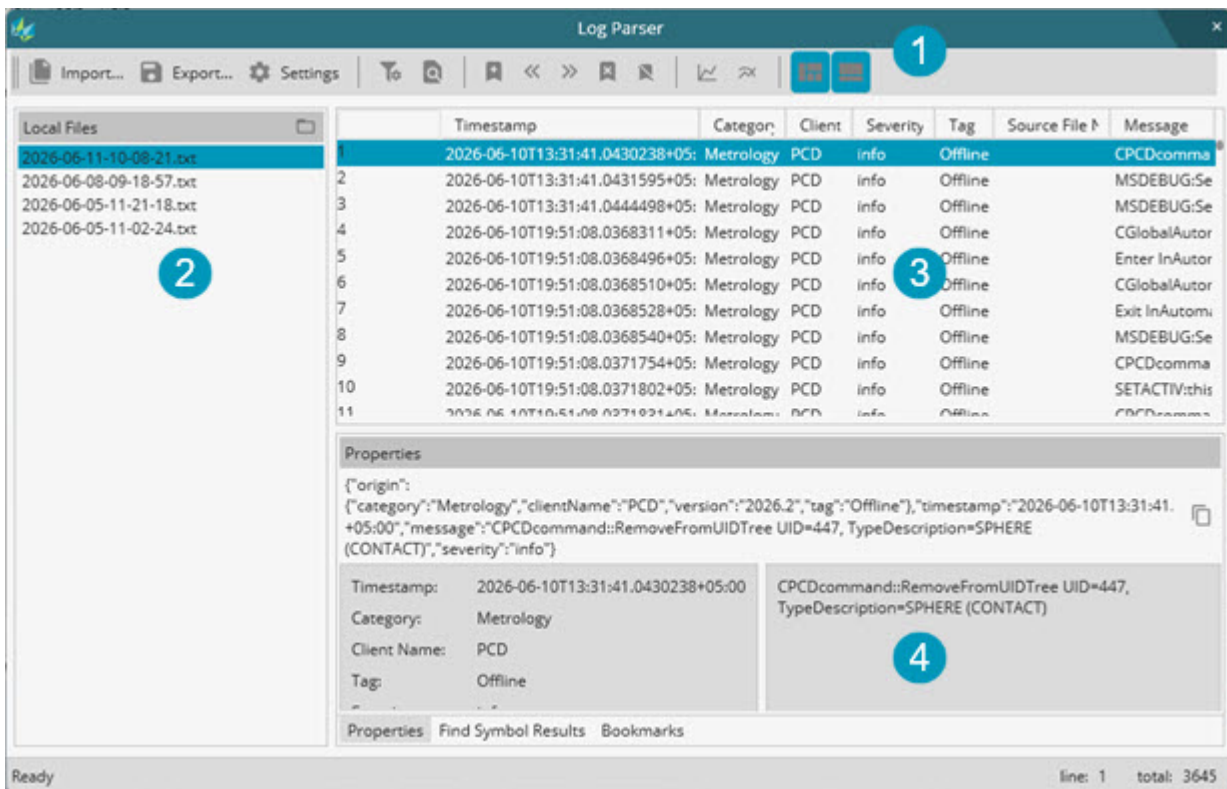
To compress the log files, select **Compress Log Files** under **Compress Log Files** on the **Advanced Tools** page. You can also select the **Compress Log Files** button () on the Log Viewer toolbar.

Log Parser

The Log Parser is a tool that developers can use to parse one or more log files created by Log Viewer. You can apply filters to remove unwanted information and only retain the data you want to use in your analysis. Log Parser supports filtering such as Find, Find All, and Bookmarks.

To launch the Log Parser tool, click **Tools | Log Parser** from the Log Viewer menu or select **Run** under **Log Parser** on the **Advanced Tools** page.

Log Parser Main Screen



Log Parser Main Screen

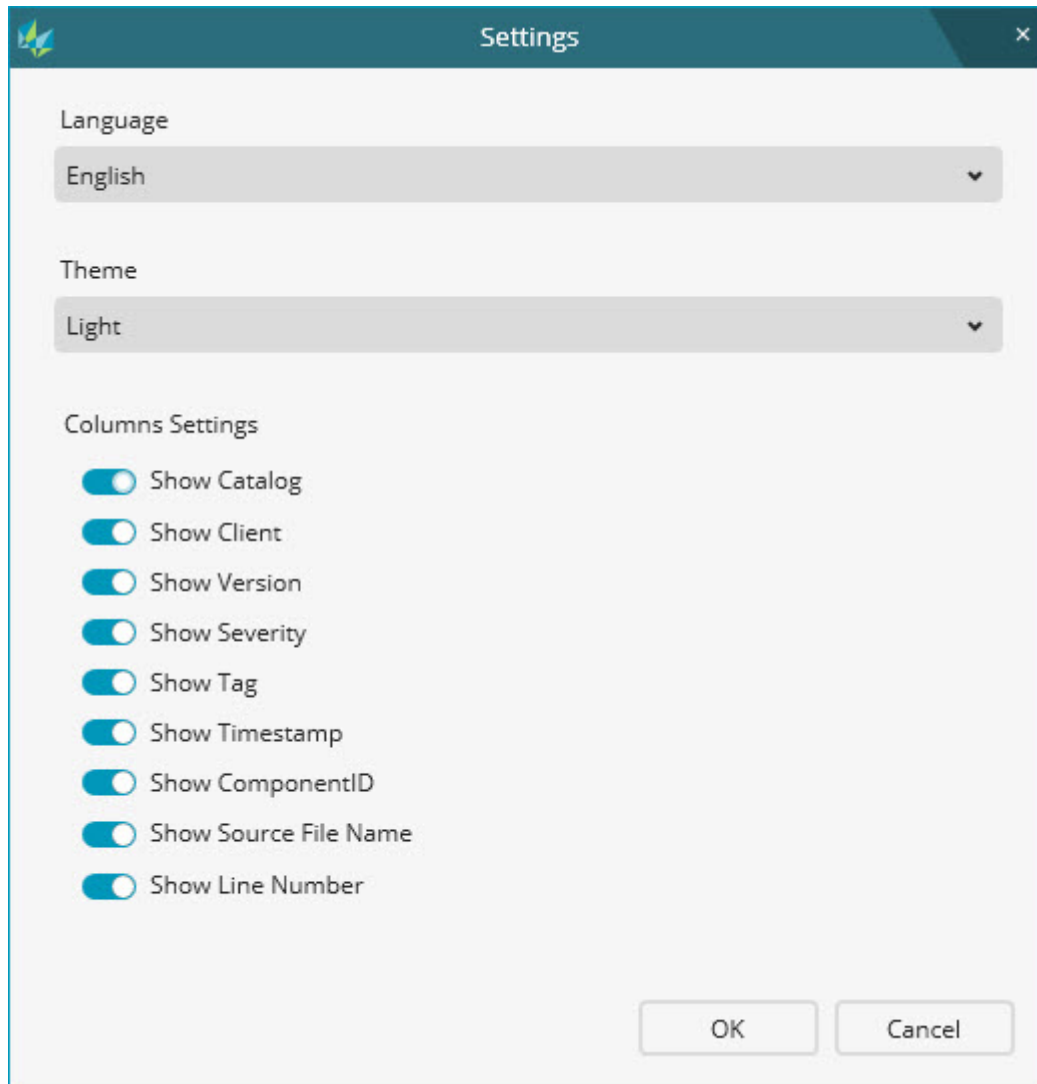
1. **Log Parser Title Bar and Toolbar** area - This area contains the Log Parser title bar and various toolbar options. For details on the various Log Parser toolbar options, see the "[Log Parser Toolbar Options](#)" topic in the PC-DMIS Log Viewer documentation.
2. **Local File Listing** panel - This panel shows all the log files that the Log Parser tool found in the default log folder. For details, see the "[Local File Listing Panel](#)" topic in the PC-DMIS Log Viewer documentation.
3. **Log File View** area - This area shows the details of all the log files that the Log Parser tool found in the default log folder.
4. **Log Parser Tab** area - This area shows the various tabs associated with log messages. For details, see the "[Log Parser Tab Area](#)" topic in the PC-DMIS Log Viewer documentation.

Log Parser Toolbar Options



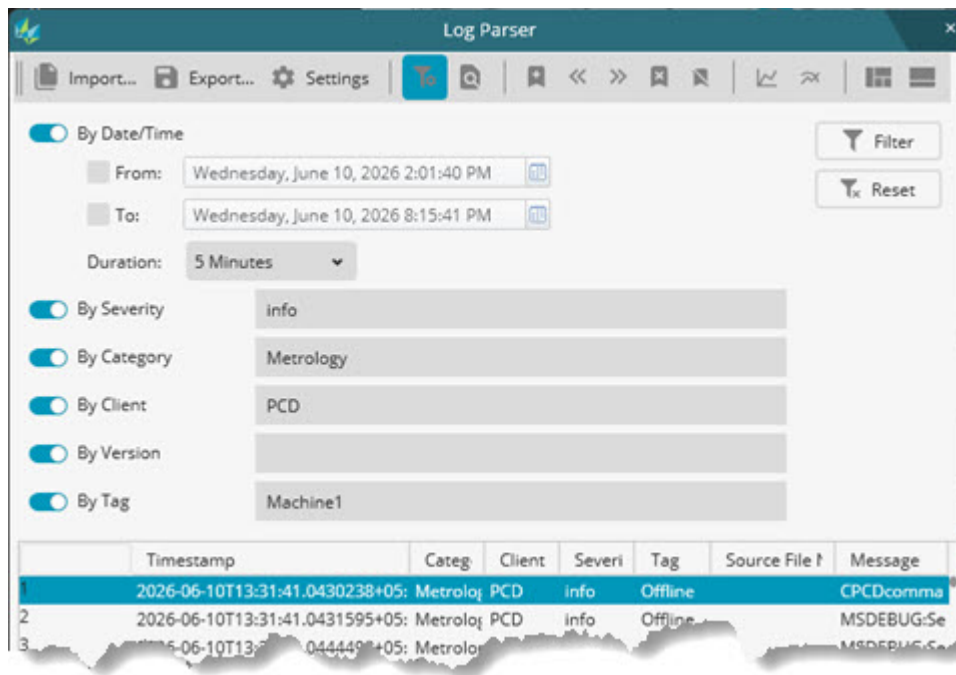
The Log Parser tool has these toolbar options:

1. **Import** button - Click this button to open the **Open dialog** box, which you can use to import log files into Log Parser.
2. **Export** button - Click this button to open the **Save As** dialog box, which you can use to export log files.
3. **Settings** button - Click this button to open the Log Parser **Settings** dialog box.



From the Log Parser's **Settings** dialog box, you can:

- Use the **Language** list to change the tool's language
 - Use the **Theme** list to change the tool's theme from **Light** to **Dark** modes
 - Use the **Column Settings** area to toggle the buttons to show or hide the various log message columns.
4. **Filter** button - Click this button to turn Log Parser Filter on to show the filter options.



Click any of the filter toggle buttons and then click the large **Filter** button to the right of the options to enable the selected filters. You will see that all the log messages in the **Log File View** area are now filtered based on the selected filter options.

For the **By Date/Time** filter, you can choose to set a **From** and **To** Date/Time period. Select the corresponding check box and click in the Date/Time boxes to set their values.

If you choose not to use the From and To options, the Duration option is available by default and set to 5 minutes. This means that Log Parser filters only the log messages for the Duration value you select. For example, if you leave the default value of 5 Minutes, only the messages for the last five minutes are kept.

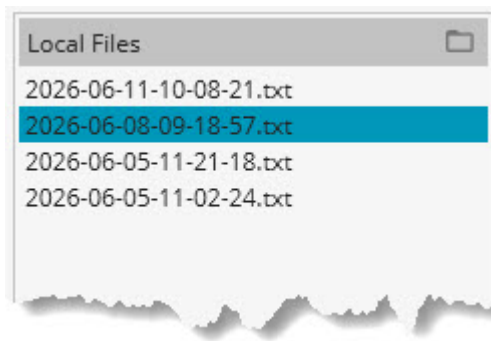
Click the **Reset** button to turn off all filtering.

5. **Find** button - Click this button to open the **Find** dialog box. Similar to the Find option in Log Viewer, type in the desired string and Log Parser searches all the log messages. Log Parser shows only those log messages that have strings that match your search criteria in the **Log File View** area.



6. **Add Bookmark** button - Click this button to set a bookmark on a selected log message. To do this, select the row you want to bookmark and then click this button. Log Viewer informs you of rows that you bookmarked with a yellow bookmark symbol in front of the row and highlights the bookmarked row.
7. **Move to Previous Bookmark** button - Click this button to jump to the previously bookmarked log message.
8. **Move to Next Bookmark** button - Click this button to jump to the next bookmarked log message.
9. **Remove Bookmark** button - Click this button to remove the bookmark from the currently selected bookmarked log message. This action is permanent.
10. **Clear All Bookmarks** button - Click this button to remove all bookmarks in the current list of log messages. This action is permanent.
11. **Watch GDI Objects** button - Click this button to show the **GDI Object** tab in the Log Parser's tab area.
12. **Watch Memory Usage** button - Click this button to show the **Memory** tab in the Log Parser's tab area.
13. **Toggle Left Panel** button - Click this button to show or hide the **Local Files** listing panel.
14. **Toggle Bottom Panel** button - Click this button to show or hide the **Log Parser Tab** area.

Local File Listing Panel



Log Parser reads the log files from the default folder location "C:\Users\[UserName]\AppData\Local\Hexagon\LogViewer_Logs" and lists them in this panel. To open a file in Log Parser, right-click the file and select **Import**. You can also double-click a file to open it.

You can click the **Change Folder** button  to open the **Browse For Folder** dialog box which you can use to change the folder location where you want Log Parser to look for your log files.

Log Parser Tab Area

The **Log Parser Tab** area provides you with these tab options:

Properties tab - This tab shows the properties of the currently selected log file.

Find Symbol Results tab - This tab shows the Find results if you click the **Find All** option in the **Find** dialog box. You can double-click an item and Log Parser scrolls to and highlights the selected item in the Log File View area. The **Save As** button in the upper-left corner of the tab saves the find results to a file.

Bookmarks tab - This tab shows all bookmarked log messages.

Port Listener

The Port Listener tool is a utility that you can use to monitor data communication between the software and hardware controllers on a specified port of a selected network interface. It captures communication packets between the software and hardware controllers and adds them to Log Viewer as log messages, allowing you to analyze them together with PC-DMIS logs.

Click **Tools | Port Listener** from the Log Viewer menu or select **Run** under **Port Listener** on the **Advanced Tools** page to open the **Port Listener** dialog box.

Port Listener dialog box - Main page

The main screen of the dialog box has these options:

Devices - This is a list of devices found on your system. Select the device that you want the Port Listener application to monitor (for example, the Network Card device that communicates with your CMM).

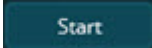
Port - This is the port that the application uses to monitor the FDC controller. By default, this is port 1234. You can change the port assignment as needed.

Category - This is a field that you can customize as needed.

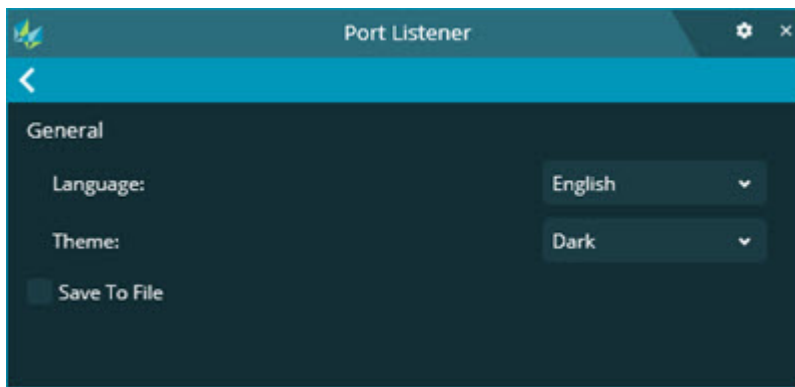
Client - This is a field that you can customize as needed.

Version - This is a field that you can customize as needed.

Tag - A customizable field that you can use to indicate the direction of data communication. Inbound (<-->) indicates data sent from the device to the software, and Outbound (-->) indicates data sent from the software to the device.

When you have all the fields defined, click the **Start** button  to begin monitoring the data communication through the specified port.

Click the **Settings** button  to show the **Settings** page.



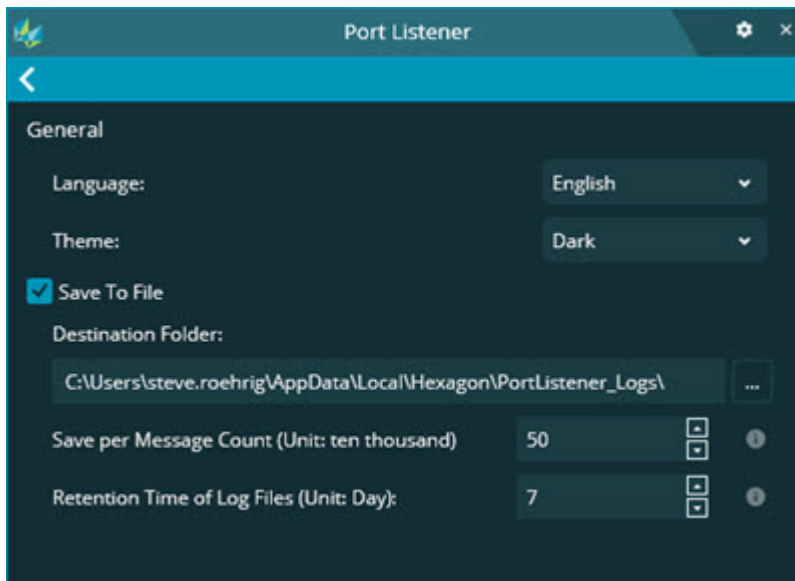
Port Listener dialog box - Settings page

The **Settings** page on the **Port Listener** dialog box has these options:

Language - This option allows you to change the language for the application. There are 17 different languages that the Port Listener tool supports.

Theme - This option allows you to switch between a **Light** and **Dark** theme. The images of the tool shown in this help topic use the **Dark** theme option.

Save To File check box - Select this check box to show these options:



Destination Folder - This is the location where Port Listener saves the .txt log files. Port Listener saves the messages automatically into a .txt log file according to the value set in the **Save per Message Count** option or when the application stops listening. You can enter the location manually or use the ... navigation button to select the location.

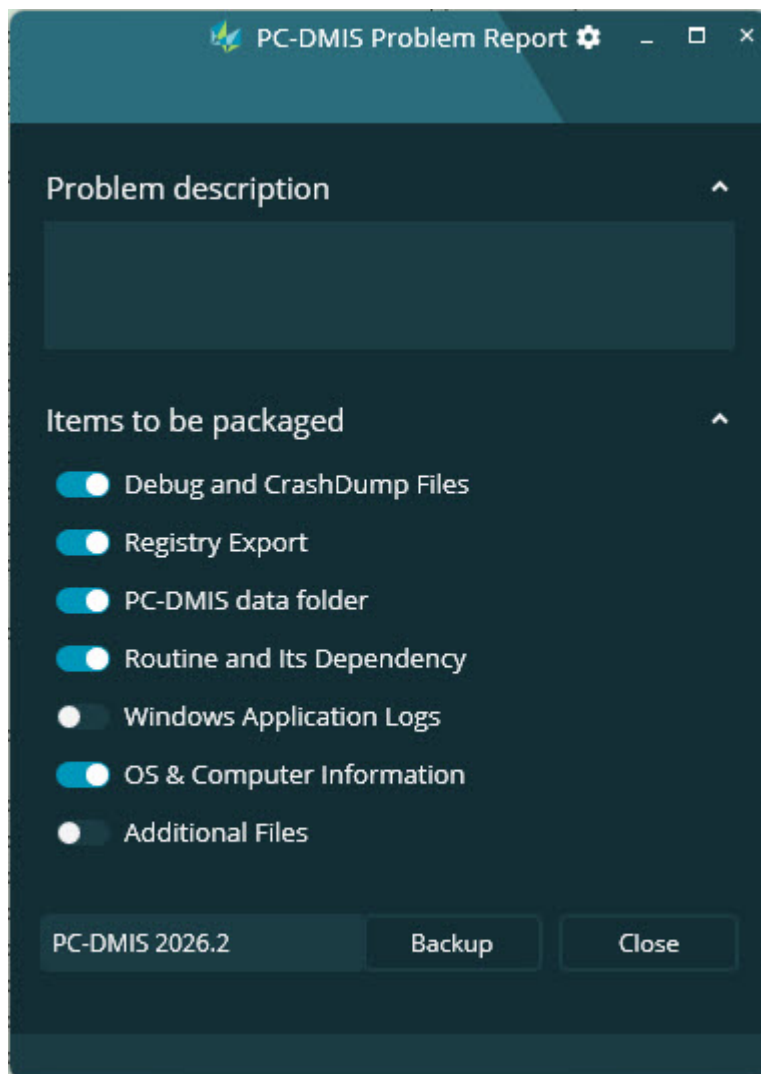
Save per Message Count (Unit: ten thousand) - This is the number of messages that Port Listener saves to the .txt log file in units of ten thousand. The default value is 50 (500,000) messages. When Port Listener reaches this number of messages, it saves the messages to a .txt log file, clears them from memory, and then restarts the count.

Retention Time of Log Files (Unit: Day) - This defines the number of days Port Listener keeps .txt log files based on the time/date stamp associated with them. The default value is 7 which you can change as needed. Port Listener automatically deletes any .txt log file with a time/date stamp earlier than the value defined in this setting. This is a permanent deletion and cannot be recovered.

PC-DMIS Problem Report

The PC-DMIS Problem Report tool is a tool that helps you collect PC-DMIS related debug information with one click after a failure and package it into a ZIP file for developer analysis.

Click **Tools | PC-DMIS Problem Report** from the Log Viewer menu or select **Run** under **PC-DMIS Problem Report** on the **Advanced Tools** page to open the **PC-DMIS Problem Report** dialog box.

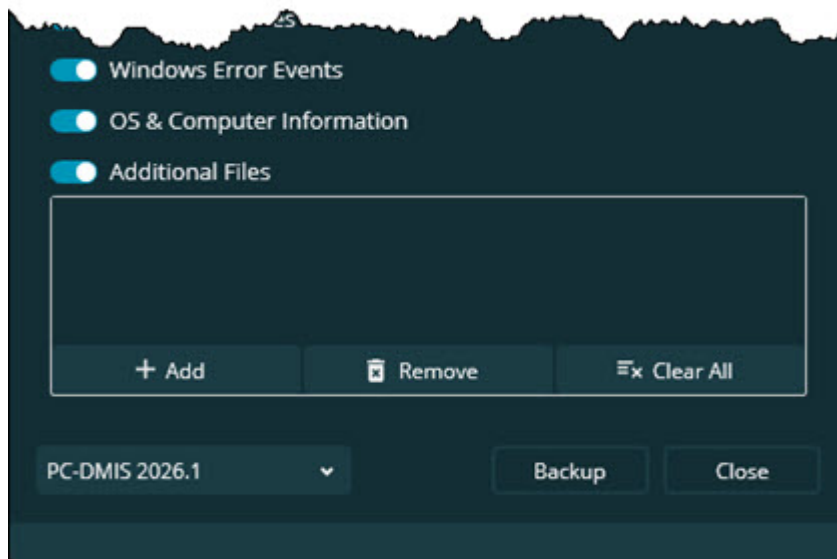


PC-DMIS Problem Report dialog box

You can use this dialog box to select PC-DMIS report files and have Log Viewer create a zip file containing the selected files. The zip file can then be sent to Hexagon Support to help troubleshoot your issue.

To use this tool, do this:

1. Type a brief description of the issue or steps to reproduce the issue in the **Problem description** box. When you create the zip of your files, the tool adds a text file into the zip that contains the **Problem description** text.
2. Click the toggle button to On or Off for each file type that you want to include in or exclude from the zip file. Except for the **Additional Files** option, all options are on by default.
3. The **Additional Files** toggle is set to Off by default. If you want to include other files, such as application configuration files, image files, or video files, set this toggle to On to display the **Additional Files** list box.

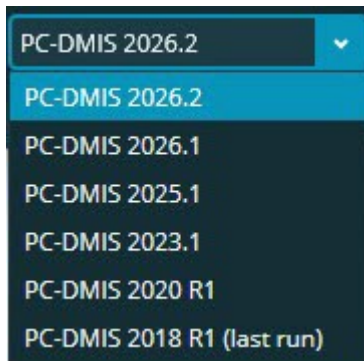


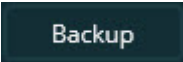
To add files to the list, click the **Add** button to show the **Open** dialog box. Use the dialog box to navigate to and select a file that you want to add to the zip file. Repeat this step to add as many files as needed.

To delete files from the list, select a file and click the **Remove** button to remove the selected file from the list. Repeat this step to remove any other files from the list as needed.

To remove all files from the list, click the **Clear All** button.

4. From the version list, select the version of PC-DMIS for which you want to save the report files. The default version is the last version of PC-DMIS that was used on the computer. The list contains all versions of PC-DMIS that are installed on the computer. The version you last ran is indicated by (last run).

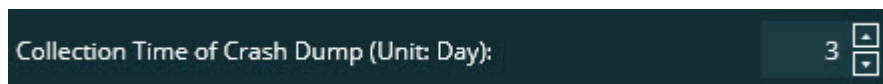


5. Click the **Backup** button  to save the report files that you selected in the **PC-DMIS Problem Report** dialog box as a zip file in the specified location.
6. Click the **Close** button  to close the **PC-DMIS Problem Report** dialog box.

Description of each file type:

Debug and CrashDump Files

Log Viewer backs up the latest debug.txt which is extracted from the Log Viewer log files, along with the crash dump files for the selected PC-DMIS version. The crash dump files that are backed up are determined by the value set in the **Collection Time of Crash Dump (Unit: Day)** option.



You can find this on the **Settings** page of the **PC-DMIS Problem Report** dialog box. The default value is 3 days.



Log Viewer is currently unable to access crash dump files using the **Collect PC-DMIS Problem Report Files** tool if PC-DMIS has already zipped them up and sent them out using the PC-DMIS error report tool.

Registry Export

For PC-DMIS versions 2022 or later, Log Viewer backs up:

- The .json files in “C:\ProgramData\Hexagon\PC-DMIS\(\SelectedVersion)” folder.
- The UserSettings.json file in “C:\Users\XXXXXX\AppData\Local\Hexagon\PC-DMIS\(\SelectedVersion)”

For the old versions of PC-DMIS, Log Viewer backs up the PC-DMIS-related LocalMachine and CurrentUser settings from the Windows Registry.

PC-DMIS data folder

Log Viewer backs up the PC-DMIS files associated with the active measurement routine. These files include probes, alignments, subroutines, and other related files.

Routine and Its Dependency

Log Viewer backs up the active measurement routine and its associated files, including probes, alignments, subroutines, and other related files.

Windows Application Logs

Log Viewer backs up the Windows system error and critical events captured in Event Viewer based on the value set in the **Collection Time of System Events (Unit: Days)** option.

Collection Time of System Events (Unit: Day):

3

You can find this on the **Settings** page of the **PC-DMIS Problem Report** dialog box. The default value is 3 days.

OS & Computer Information

This option allows you to collect operating system and computer information. This helps developers coordinate problem resolution and fixes.

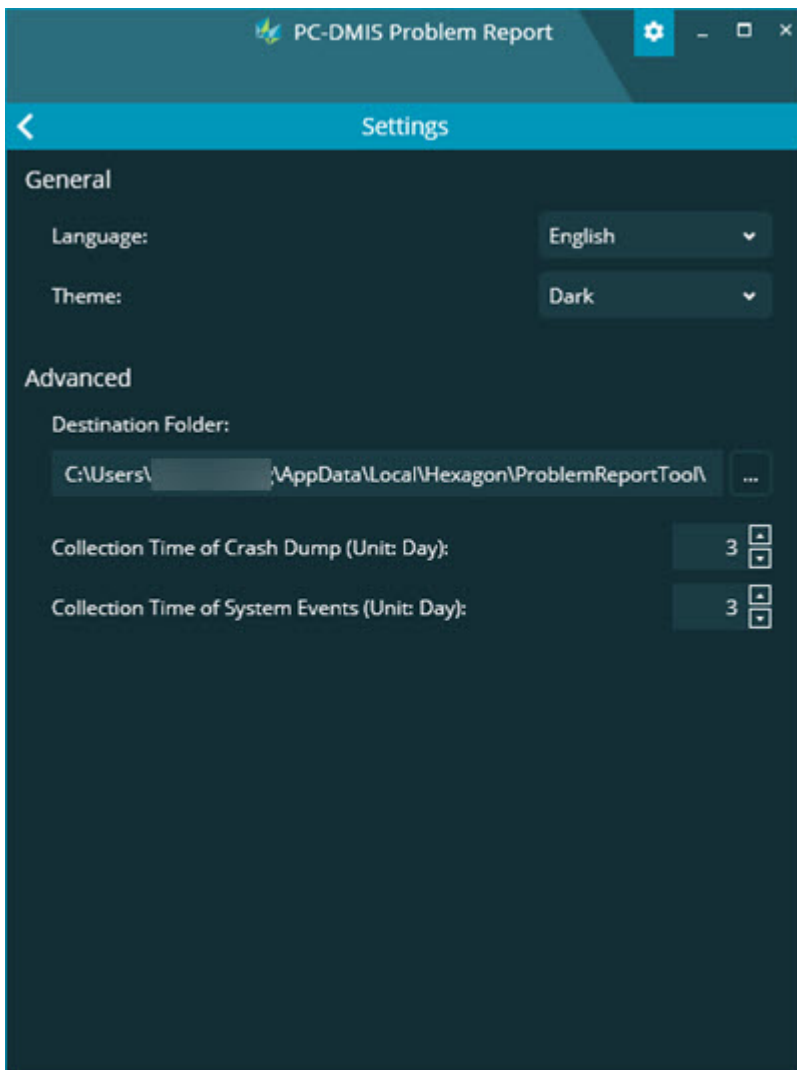
With this option set to On, the **PC-DMIS Problem Report** tool collects your computer's operating system and computer details and writes the information into a text file. The text file is then added to the zip file.

The compressed zip file is saved in your Users folder at this location where <user name> is the name of the user currently logged on to the computer:

"C:\Users\<user name>\AppData\Local\Hexagon\ProblemReportTool"

The **PC-DMIS Problem Report** tool records both application and system events. System events include system warnings and other system-related event information that may help in troubleshooting the issue.

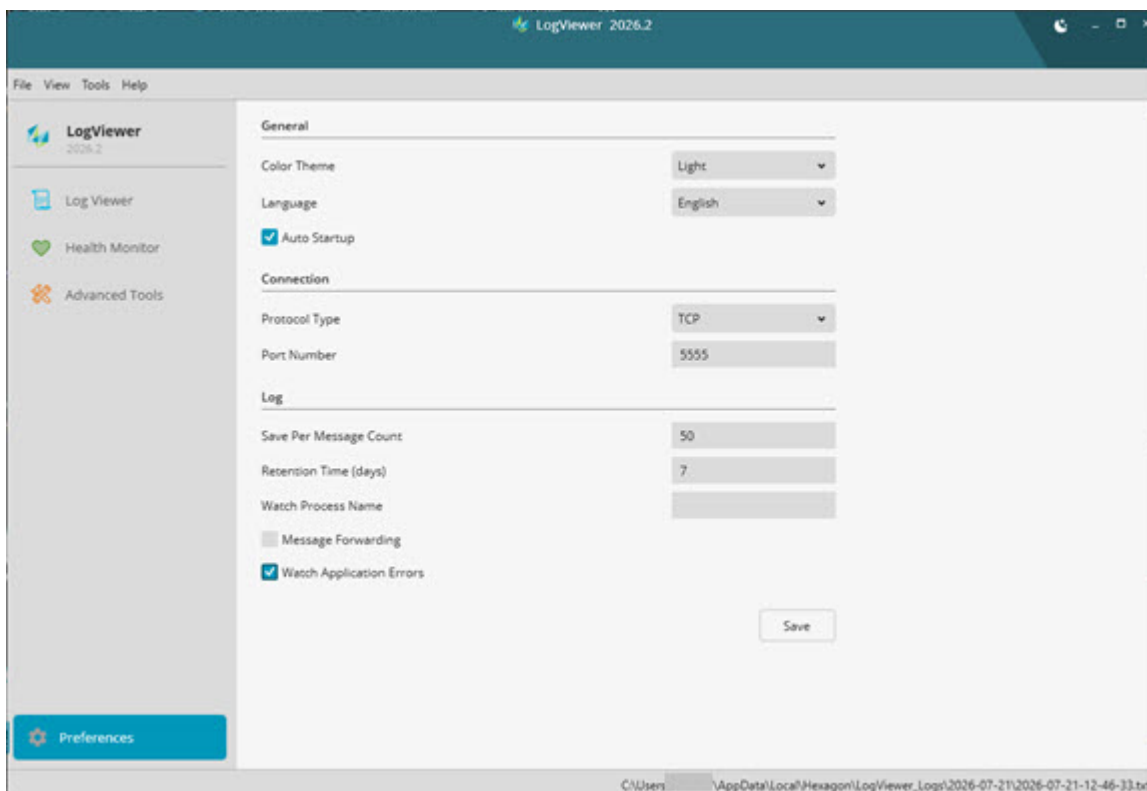
To change the location of where the zip file gets saved to, click the **Settings** button  at the top of the **PC-DMIS Problem Report** dialog box to show the **Settings** page. In the **Advanced** section, locate the **Destination Folder** box and type a new folder location. You can also use the ... button to the right of the **Destination Folder** box to open **Browse For Folder** dialog box that you can use to navigate to and select a new folder location.



Log Viewer Settings dialog box showing the Advanced section

Preferences

Select **Preferences** in the navigation pane to open the Preferences page. The page lets you configure Log Viewer settings.



General area:

Color Theme list - You can use this list to show Log Viewer in either Light or Dark theme.

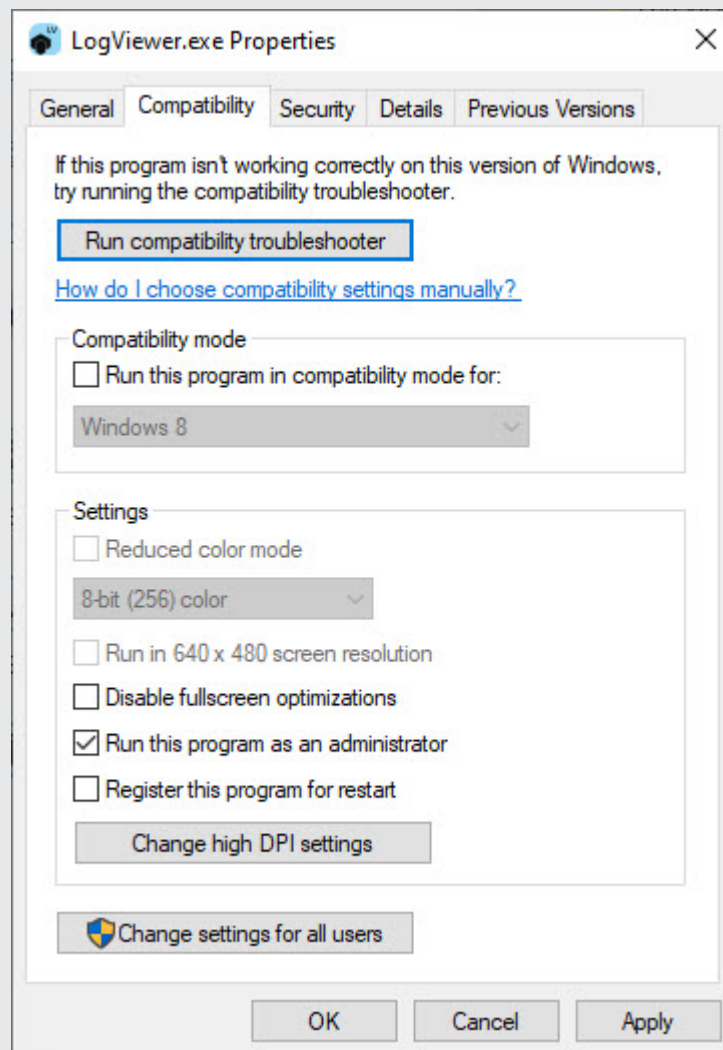
Language list - You can use this list to change the Log Viewer language to one of the 17 available languages.

Auto Startup check box - Select this check box if you want Log Viewer to automatically run silently after you reboot your computer.



You can run Log Viewer as an administrator to make certain settings available. To do this:

1. From the Log Viewer installation folder (*C:\Program Files\Hexagon\Log Viewer Variable "ProductVersion" is not defined 64-bit*), right-click on the "LogViewer.exe" file and select the **Properties** option to open the **LogViewer.exe Properties** dialog box.



2. Click the **Compatibility** tab.
3. In the **Settings** section, select the **Run this program as an administrator** check box.
4. Click the **Apply** button to save the change and then click the **OK** button to close the dialog box.

Connection area:

Protocol Type list - You can use this list to select the communication protocol type.

Port Number box - You can use this box to type the port number for receiving messages.

Log area:

Save per Message Count - This setting allows you to define the number of messages that Log Viewer saves in units of ten thousand. The default value is 50 or 500,000 messages. When Log Viewer reaches this number of messages, it saves the messages to the log file, clears them from memory, and then restarts the count.



You can only change the **Auto-Save File Settings** unit value when the **Auto Save** option is off. For details on how to turn **Auto-Save** off, see the "[Menu and Toolbar Area](#)" topic in the PC-DMIS Log Viewer documentation.

Retention Time (days) - This defines the number of days Log Viewer keeps log files based on the time/date stamp associated with them. The default value is 7 which you can change as needed. Log Viewer automatically deletes any log file with a time/date stamp earlier than the value defined in this setting. This is a permanent deletion and cannot be recovered.

Watch Process Name box - You can use this box to type the name of the process you want Log Viewer to monitor.

Message Forwarding check box - When you select this check box and type an IP address, Log Viewer forwards all received log messages to the IP address. This is useful for collaborative debugging.



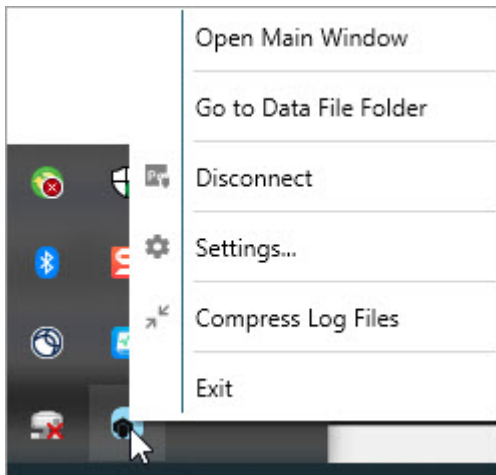
For dual-arm machines, you can use this option to easily combine Log Viewer messages from both Arm 1 and Arm 2 computers.

Watch Application Errors check box - Select this check box to watch system events.

Save button - Click this button to save your changes.

Appendix A - Tray Options

Right-click the Log Viewer icon in the System Tray located in the lower-right of your screen to access the Log Viewer tray menu:



Log Viewer's System Tray Menu Options

Open Main Window - Click this option to display the Log Viewer application's main screen.

Go to Data File Folder - Click this option to open a File Explorer window to the folder location that contains the Log Viewer log files.

Connect / Disconnect - Click this menu option to toggle the Log Viewer message logging on and off. When you enable message logging, the menu shows the **Disconnect** option. When you disable message logging, the menu shows the **Connect** option.

Settings - Click this option to open the **Settings** dialog box. For details on the **Settings** dialog box, see the "[Title Bar Area](#)" topic in the PC-DMIS Log Viewer documentation.

Compress Log Files - Click this option to zip up and save the last 24 hours of log files. You can also click the **Compress Log Files** button  on the Log Viewer toolbar.

Exit - Click this option to exit the Log Viewer application.

Index

A

Advanced Tools 21

- Compress Log Files 22
- Port Listener 27
- Problem Report Tool 30

C

Compress Log Files 22

H

Health Monitor 20

L

Local File Listing Panel 27

Log Display Area 18

Log Parser 23, 27

- Main Screen 23
- Tab Area 27

Log Parser Main Screen 23

Log Parser Panel 27

- Local File Listing 27

Log Parser Tab Area 27

Log Viewer 37, 18, 23, 7, 7, 20, 19

- Log Display Area 18
- Log Parser 23
- Main Screen 7
- Tab Area 19

Log Viewer Main Screen 7

M

Main Screen 23, 7, 20

- Log Parser 23

Message 20

Message Area 20

Message Log Display Area 18

N

Navigation Pane 18

P

Port Listener 27

Preferences 34

Problem Report Tool 30

S

Settings 34

Status 20

Status Area 20

T

Tab Area 27, 19

Tray Menu 37

Tray Options 37

