



# Hard- und Software Burkhard Lewetz

Technical Software Engineering

## How does it work...

## ...with *WinPC-NC* ?

### Creating a protocol file to assist support requests

- ✓ Light
- ✓ USB
- ✓ Professional

In this short manual you will learn how to create a protocol with *WinPC-NC*. You should use this function if you have questions about *WinPC-NC* and want to contact us by email. With the help of the protocol file and a profile of the current parameters, we can respond to your inquiry as quickly as possible.

How to create a profile is explained in the *HowTo* manual "Parameter transfer from another installation". If your questions are related to a specific workpiece file, we ask you to send it as well.

### Possible scenarios:

- You have questions about a function in *WinPC-NC*.
- The desired input is not executed by the machine.
- There is an apparent malfunction that you cannot explain and may have to do with unknown parameter settings.
- Defined parameters do not act as expected



## How does it work with *WinPC-NC* ?

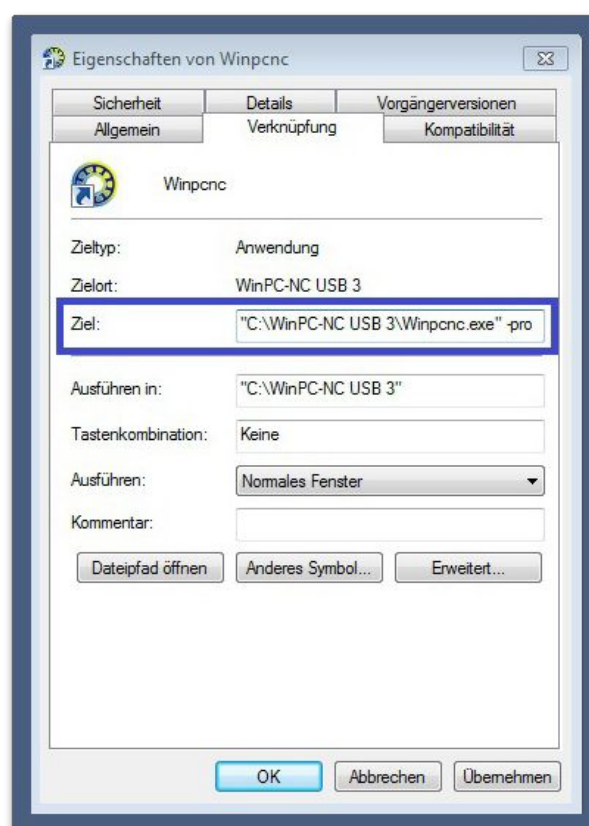
### Creating a protocol file to assist support requests

**WinPC-NC** is able to record all commands and responses of the hardware in a protocol file, which can then be evaluated by us with your request.

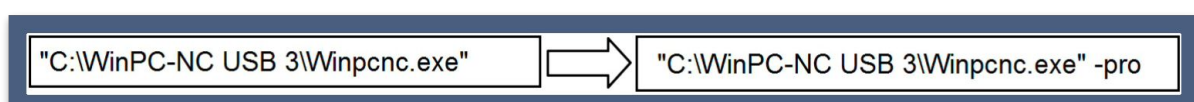
Please send us the corresponding protocol of **WinPC-NC**, a profile file with your settings (create with *Parameter menu - save profile*) as well as the workpiece file via email and we can then surely help you target-oriented after analyzing the data.

The protocol generation is activated by a program call switch during the program launch. Please follow the next steps for this.

1. Open properties with a right click of the mouse on the **WinPC-NC** icon on the desktop.



2. Add the switch **-pro** to the program WINPCNC.EXE in the *Target* line, separated by a *SPACE/BLANK*. If the entire line is in quotation marks, please add it with a *BLANK* after the closing quotation marks.





**Please note :**

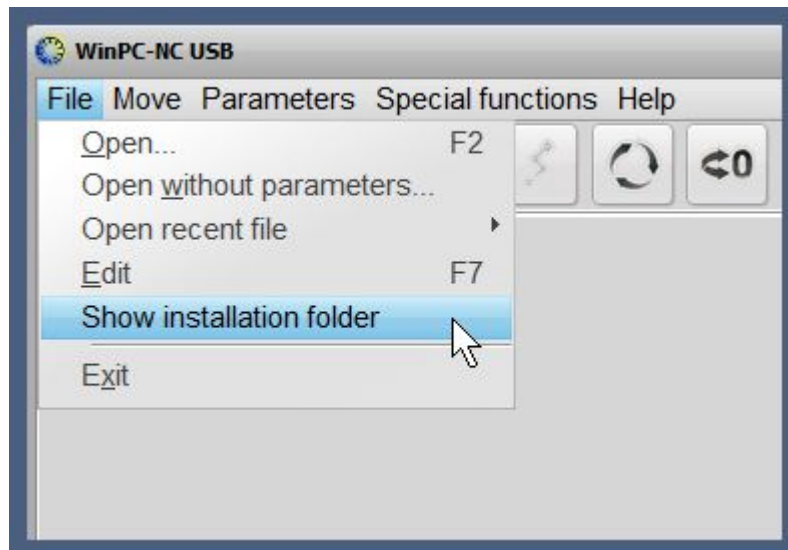
**Do not forget to separate the new command switch by a *BLANK***

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3. Finish the action with OK.

From now on, **WinPC-NC** creates a new protocol file named WINPCNC.PRO in the **WinPC-NC** installation folder every time the program is started via this icon and records all relevant data and actions. Please note that the old protocol file is overwritten with each restart.

You can easily call up the **WinPC-NC** installation directory via the menu *Show installation folder* and search for WINPCNC.PRO there.

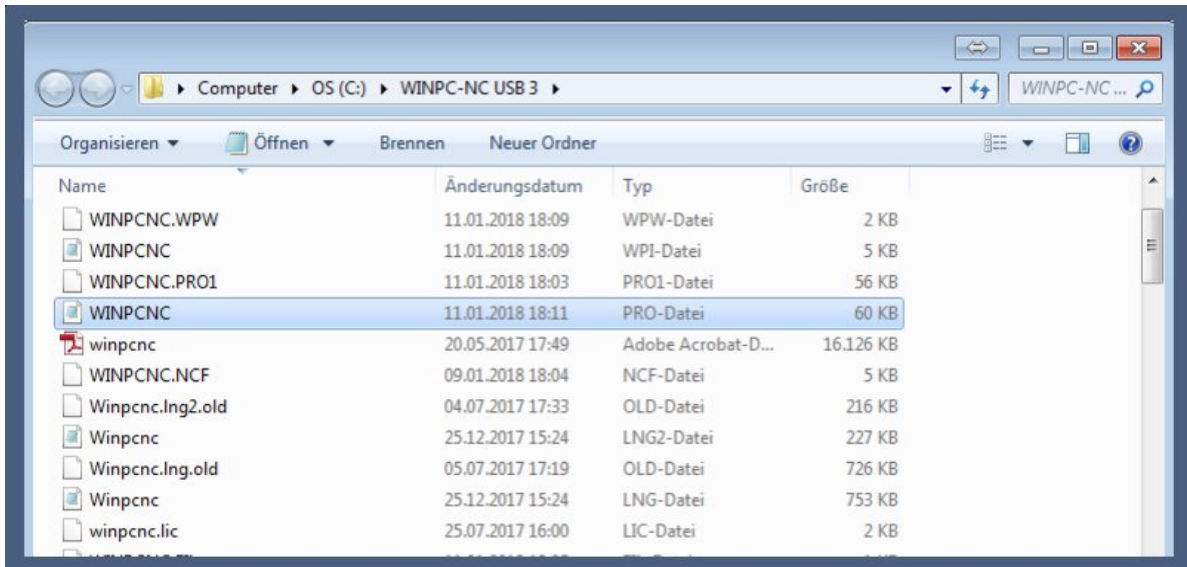


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### Creating a protocol file to assist support requests

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#### **Please note :**

**If an error situation is to be investigated in the protocol file and you want to send it to us, it is essential that you save or rename the generated file before the next restart of *WinPC-NC*.**

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