

# CipherLab

## User Guide

LogGen App  
For Android Mobile Computer

RS35  
RS36  
RS51  
RK25  
RK26  
RK95  
HERA51

Version 1.01



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# RELEASE NOTES

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Version	Date	Notes
1.01	Oct. 04 <sup>th</sup> , 2023	· Add the new supported device models
1.00	Aug. 17 <sup>th</sup> , 2022	· Initial release

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## INTRODUCTION

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**LogGen**, a hostlog generator utility provided by CipherLab, is especially designed to assist on-site operator collecting all event logs (except TE log on Android 11) of mobile computers. Through the tap on one button of this App, logs belonging to this device will be generated easily. Based on the history of these events, IT personnel can simulate the real environment to solve the problem and remove the obstacle occurred locally/remotely.

## FEATURES

- ▶ Supports CipherLab Android mobile computers:
  - Android 7.0 Nougat (RK25)
  - Android 8.0 Oreo (RS51 & HERA51)
  - Android 9.0 Pie (RK25 & RK95)
  - Android 10 (RS35)
  - Android 11 (RK25, RS35 & RS51)
  - Android 12 (RK26, RK95 & RS36)
- ▶ LogGen offers an easy way of collecting all event logs exclusive of TE log on Android 11 for mobile computers.

# Chapter 1

## SETTINGS OF LOGGEN

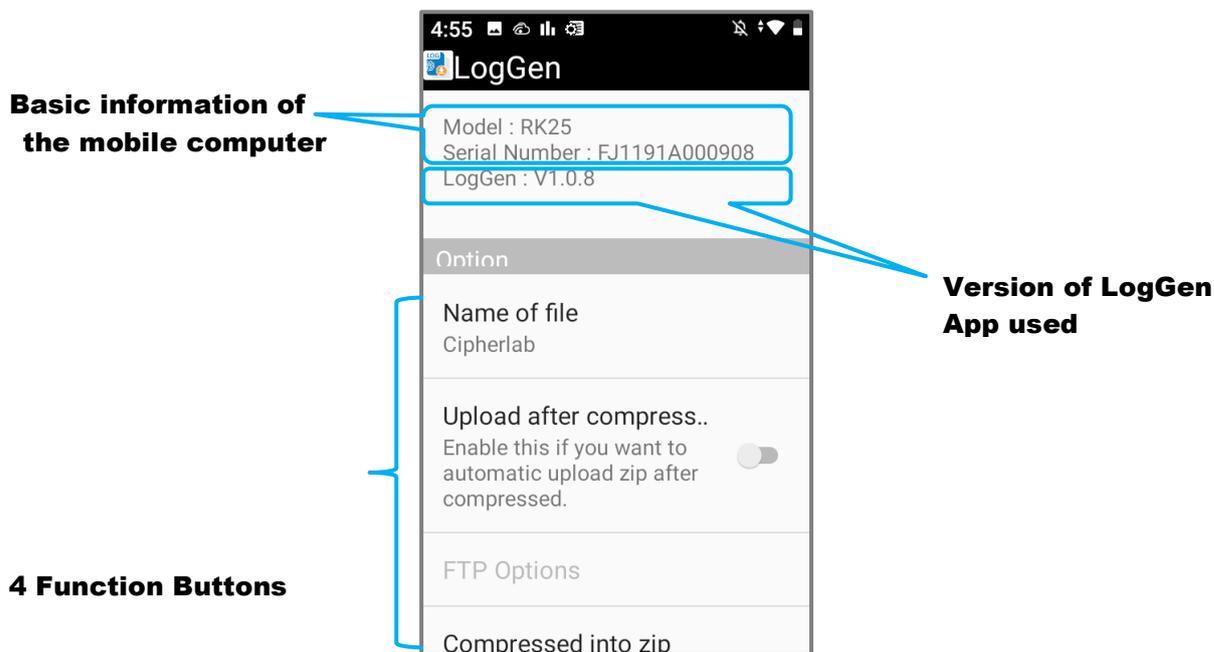
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This chapter guides you to launch and use LogGen this program for the generation of hostlogs.

## 1.1 LAUNCH LOGGEN

LogGen is a built-in app. To launch LogGen:

- 1) Go to **App Drawer (All Applications)**, and tap on LogGen  icon.
- 2) **LogGen** opens and shows the following screen composed of the basic information of your mobile computer, version of LogGen App you install as well as four function buttons, including **Name of file**, **Upload after compress**, **FTP Options** and **Compressed into zip**.



## 1.2 COMPRESS THE LOGS

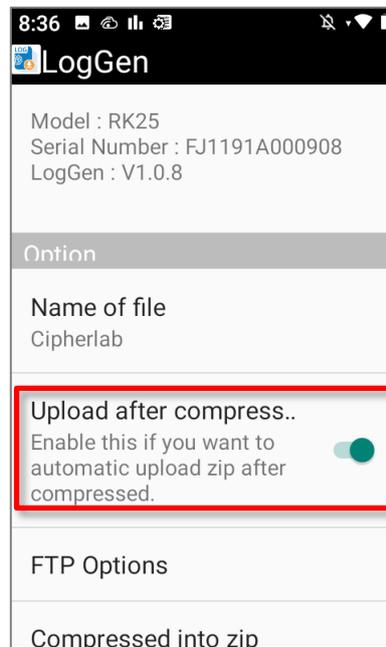
You can compress the hostlogs collected into a zip file. After the process of compression is completed, this zip file will be compressed in the format of *Name of file\_model No.\_serial No.\_date(yyyy/mm/dd)\_time(hh/mm/ss)* and stored in the folder named "**Internal shared storage**" of the device.

- 1) The filename of the zip file is user-defined. To modify this name, please tap on **Name of file** function button of LogGen app. Default is "Cipherlab".
- 2) Tap on **Compressed into Zip** function button of LogGen app, LogGen will start to collect the hostlogs and compress these logs.

### 1.3 LOGS UPLOAD VIA FTP

The mobile computer has built-in ftp client. Users may back up logs of the mobile computer via ftp server. It is helpful for the technical persons to solve the issues at the remote site. Before processing the upload of the compressed log file, please follow the step-by-step instructions.

- 1) Tap on **Upload after compression** function button of LogGen app to enable the upload function (see the figure below) beforehand.



- 2) Then, you will be allowed to fill in the necessary LogGen ftp server settings listed below by tapping on **FTP Options** function button of LogGen app.

- **URL(Ftp Server Address)** : Enter the specific address of the ftp file server.

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Note:

Please contact your technician to make sure that the assigned ftp server can connect to Internet.

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- **Port** : Enter the port number of your ftp server.
- **User** : Enter the name of the user account.
- **Password** : Enter the password of the user account.

- 3) Choose **OK** on the screen when completing. These ftp settings will be taken effect immediately. Your device will start to connect to the designated ftp server, and the generated zip file will also automatically upload to this ftp server. A process-completed message will pop up to remind users once the upload is completed.