

AFC UPDATER TROUBLESHOOTING



HOW TO COLLECT AND SHARE INFORMATION ABOUT AFC UPDATER ISSUES

BACKGROUND INFORMATION

Having trouble updating your AFC? The steps below explain how to collect further information about your PC and AFC Updater. This information, along with the AFC Serial number(s), whether the unit is a V1 or V2, the firmware version number you currently have, and the version number you are trying to update to, can be shared with your Izon representative to potentially help resolve the issue.

If your problem occurred on the AFC Updater Version 2.0.0.0 or earlier, please update to the latest version of the AFC Updater and try again. If the issue persists please follow these steps:

1. Acquire and send log files

- a) For Version 2.1.0.0: Navigate to C:\Users*username*\AppData\Roaming\Izon\AFC\Logs, where *username* is the name of your PC user. Alternatively, this can be accessed by typing %appdata%\Izon\AFC\Logs into the File Explorer bar.
- b) For Version 2.0.0.0 and earlier: Navigate to C:\Program Files (x86)\Izon\AFC\AFC Updater\Logs

For both methods, attach all logs to an email.

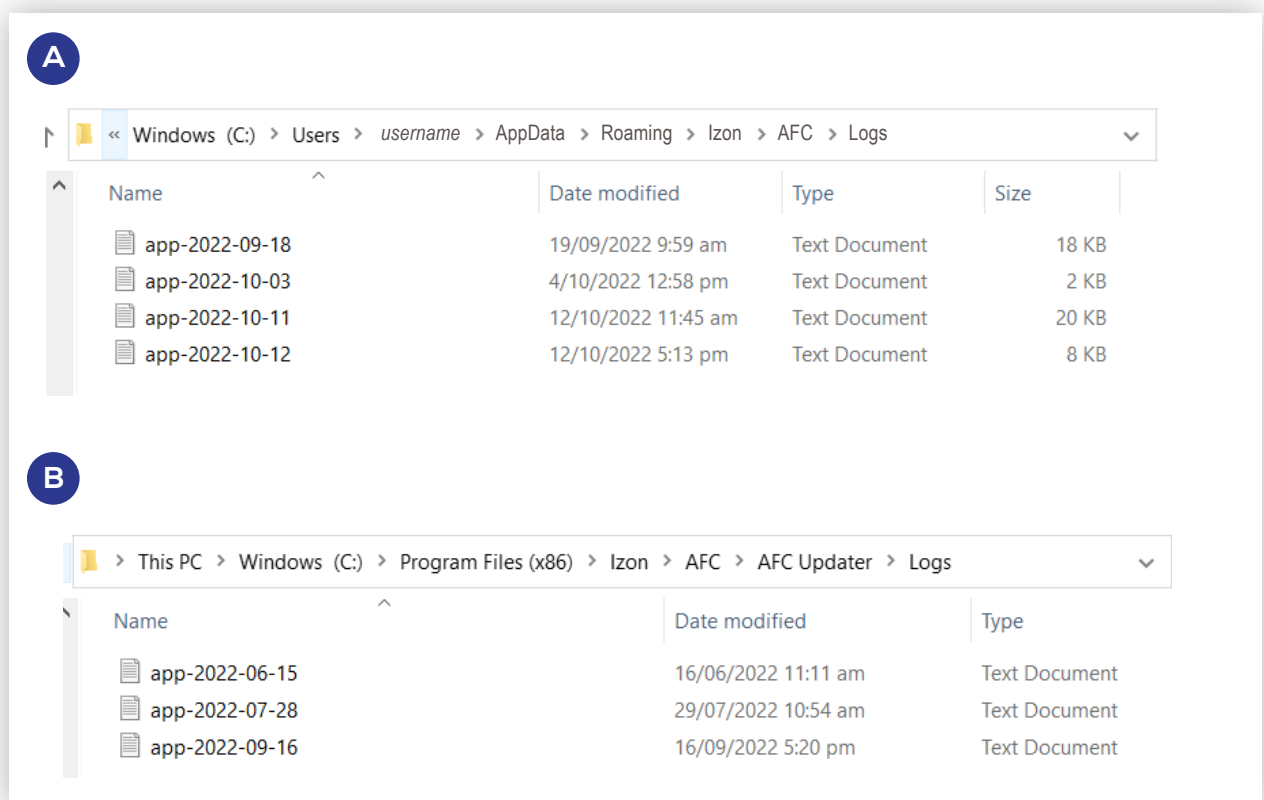


Figure 1: Log file locations for (A) version 2.1.0.0 and (B) versions 2.0.0.0 and earlier.

A maximum of one log file will be generated per day. A log file is only generated in administrator mode in versions prior to version 2.1.0.0. Opening the program twice in one day, in this manner, will not generate a second log file. Instead, information will be added to the existing log file that has already been created that day.

2. Generate system specifications and send

Open Command Prompt by clicking Start, typing "cmd" and pressing Enter.

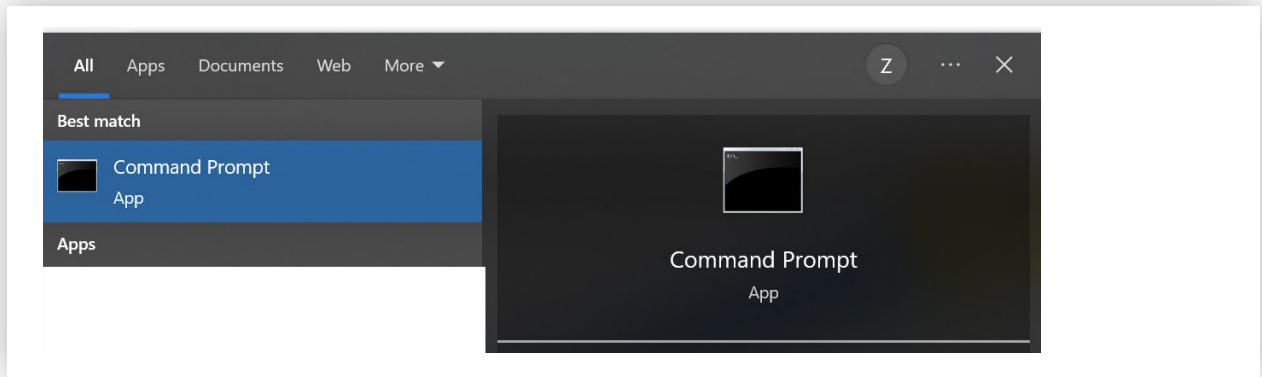


Figure 2: Opening the Command Prompt App.

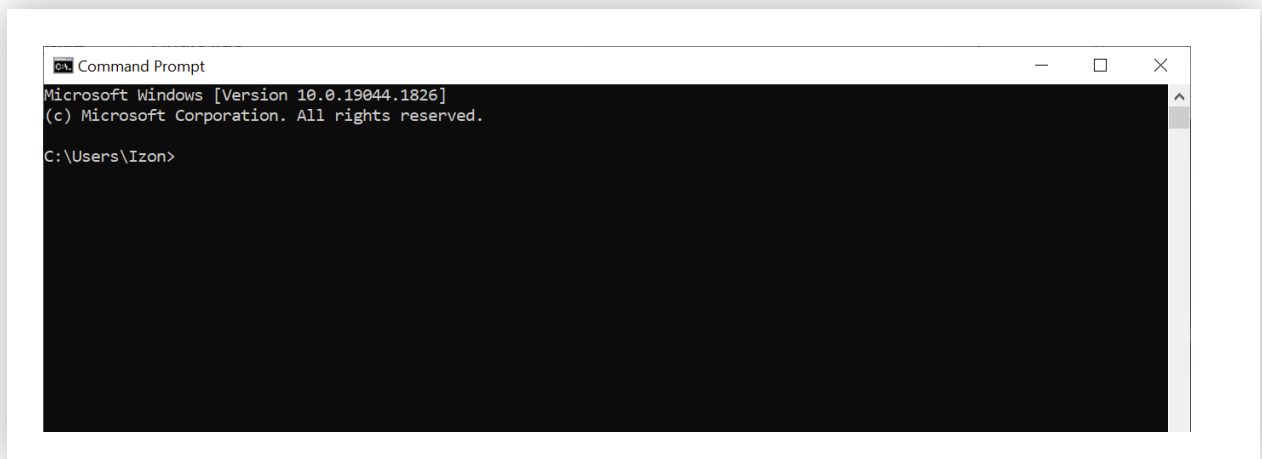


Figure 3: Command Prompt App.

Type in "msinfo32/nfo./sysinfo.nfo". Please note, there are two spaces within the code (highlighted). Press Enter.

Running this command will generate a file called "sysinfo.nfo" in the current directory of Command Prompt, usually in your local user folder C:\Users\[your name]. It may take time for the file to appear – approximately 5 minutes is to be expected.

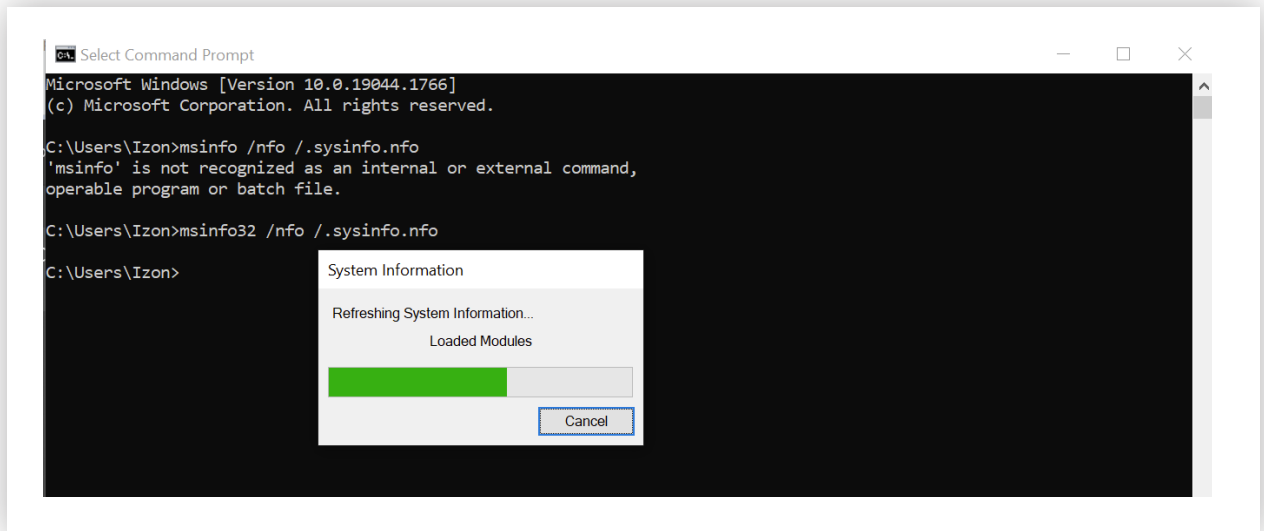


Figure 4: An example of the command "msinfo32 /nfo ./sysinfo.nfo" running.

Send the file "sysinfo.nfo" to your Izon support contact via email, along with the attached log files and firmware version numbers (both current version and version you are updating to).