# 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 occured 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.

	Windows (C:) > Users > userna	ame > AppData > Roaming > Izon	> AFC > Logs		$\sim$
	Name	Date modified	Туре	Size	
	app-2022-09-18	19/09/2022 9:59 am	Text Document	18 KB	
	📄 app-2022-10-03	4/10/2022 12:58 pm	Text Document	2 KB	
	📄 app-2022-10-11	12/10/2022 11:45 am	Text Document	20 KB	
	app-2022-10-12	12/10/2022 5:13 pm	Text Document	8 KB	
		gram Files (x86) > Izon > AFC > .	AFC Updater > Logs		~
•	> This PC > Windows (C:) > Pro Name	gram Files (x86) > Izon > AFC > . Date mod		Туре	~
	^	Date mod		Type Text Document	
	Name	Date mod 16/06/202	dified		t

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.

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Best match	
Command Prompt App	
Apps	Command Prompt App

#### Figure 2: Opening the Command Prompt App.

🔤 Command Prompt	—	$\times$
licrosoft Windows [Version 10.0.19044.1826] c) Microsoft Corporation. All rights reserved.		^
::\Users\Izon>		

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.

Select Command Prompt		×
:\Users\Izon>msinfo /	nfo /.sysinfo.nfo ized as an internal or external command,	
C:\Users\Izon>msinfo32	/nfo /.sysinfo.nfo	
C:\Users\Izon>	System Information	
	Refreshing System Information Loaded Modules	
	Cancel	

Figure 4: An example of the command "msinfo32 /nfo ./sysinfi.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).