

How to obtain Engine Log?

Password for Advanced Settings (Obtaining Engine Log)

The password is the hardware ID plus the last two digits of the MAC address.

Example:

DATAGATE Mk2 - HOME PAGE		
Network Information ?		
IP Address :	10.10.1.14	(Speed: 1000Mb/s)
Subnet Mask:	255.255.0.0	
Broadcast Address:	10.10.255.255	
Serial No / Mac Address:	00:50:C2:07:C2:01	
Hardware ID:	1651660b03828230	
Art-Net 3 Net:	(universe range 0 - 255)	

For the unit in the screenshot above the password is worked out as follows:

- Serial number – 1651660b03828230
- Last two digits of MAC address – 01
- Password for advanced settings - **1651660b0382823001**

Step 1 – Go to the Settings Page

The engine log can be obtained by accessing the settings page:

The screenshot shows the ENTTEC Datagate Mk2 Home Page. On the left is a navigation menu with buttons for Home, Profiles, Settings (highlighted with a red box), Backup+Restore, Stream Auditor, RDM Tools, RDM Sensors, and DMX Self-Test. The main content area is titled 'DATAGATE Mk2 - HOME PAGE' and contains three sections: Network Information, System Information, and License Information.

DATAGATE Mk2 - HOME PAGE		
Network Information ?		
IP Address :	10.10.1.14	(Speed: 1000Mb/s)
Subnet Mask:	255.255.0.0	
Broadcast Address:	10.10.255.255	
Serial No / Mac Address:	00:50:C2:07:C2:01	
Hardware ID:	1651660b03828230	
Art-Net 3 Net:	(universe range 0 - 255)	

System Information ?		
System Status:	Active	Stop Engine
Active Profile:	CCS WALL PLATE HTP MERGE 2	
System Name:	Datagate2	
Packets per sec :	idle	

License Information ?		
D-PRO SHOW PLAYER	✘	
ETHERNET	✔	

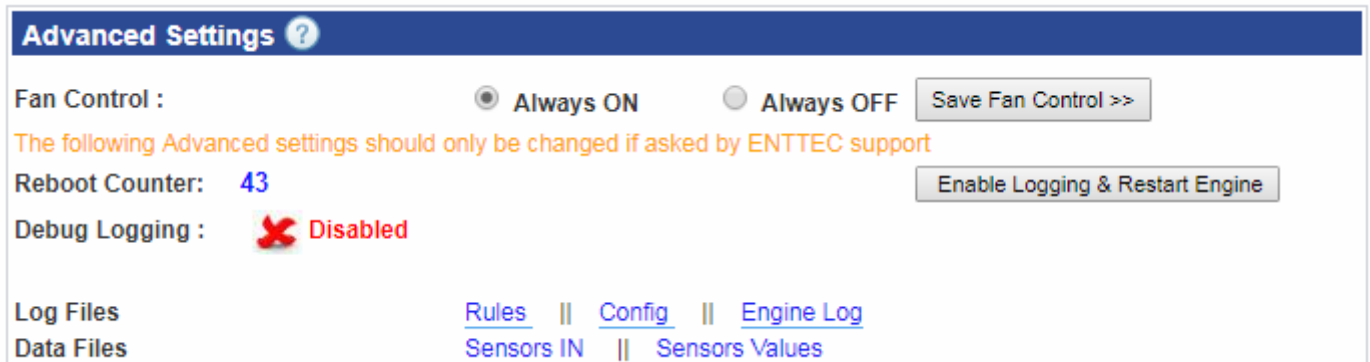
Step 2 – Log into Advanced Settings tab

The screenshot shows the 'DATAGATE Mk2 - SETTINGS' web interface. The left sidebar contains navigation buttons: Home, Profiles, Settings (highlighted with a play icon), Backup+Restore, Stream Auditor, RDM Tools, RDM Sensors, and DMX Self-Test. Below these is a 'User Manual' button with a PDF icon and a version indicator '10.10.1.14' with a green gear icon.

The main content area is titled 'DATAGATE Mk2 - SETTINGS' and contains several sections:

- Firmware Update**: Upload New Firmware: Choose file (No file chosen) Update Firmware
- System Customization**: System Name: Datagate2 Save Name; Hovering Help: Enable (selected) Disable Save Help Setting; Set Web Password: Enable Disable; Enter password: Confirm password: Set Password; RDM Timeout: 60 secs Set RDM Timeout
- Network Interface**: Current IP: 10.10.1.14 Reset DHCP Now; DHCP (selected) Fallback to STATIC IP address (checked); Note: Enabling DHCP will terminate access on current IP... Please get new IP from Datagate Mk2 LCD Screen; Art-Net3 Address (Net): 0 (universe range 0 - 255) Change Art-Net Address
- Communication Information**: Streaming ACN CID: c6ed1-a5c0-0d0-6c-d2f70a75b2 Regenerate CID; RS232 String: P-nnn; To Activate Profile ID "045" for example, the string would become P-045 . Profile ID is visible in Profile Listing page. A successful command, would return "!", and error would return "?"; RS232 Connection Information: baud rate : 9600, Data : 8 bit, Parity : none, Stop: 1 bit, Flow Control: none To Test the connection, send character V it should return the version info string
- Advanced Settings** (highlighted with a red box): Fan Control : Always ON (selected) Always OFF Save Fan Control >>; The following Advanced settings should only be changed if asked by ENTTEC support; System password: Show Advanced Options >>
- Update Datagate Mk2 License**: Upload New License: Choose file (No file chosen) Update License

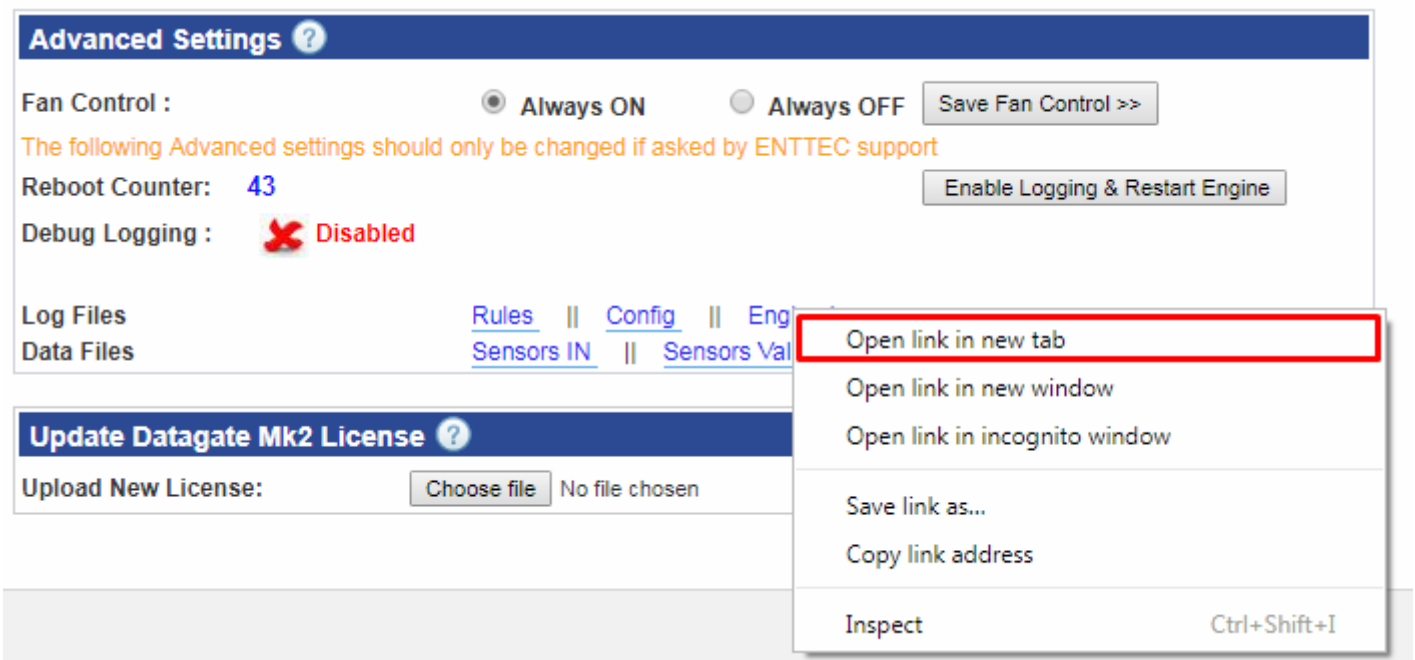
If the correct password was entered the Advanced Settings tab for Pixelator revB storm will look as shown in the screenshot below:



Conditions for Useful Engine log

Please ensure that the unit is **NOT RESTARTED BEFORE** engine log is obtained

Step 3 – Right Mouse button Click on Engine Log as show



Note: The above screenshot is for Google Chrome

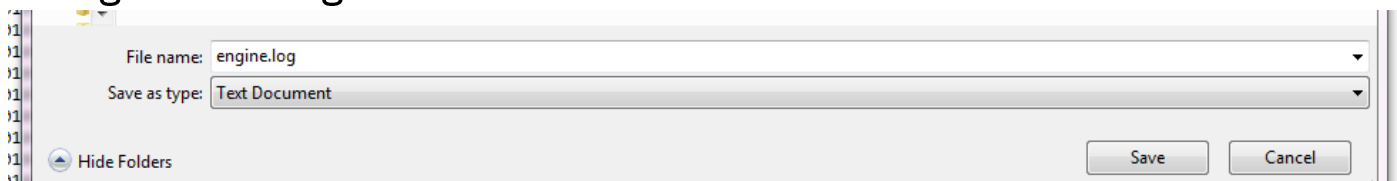
Step 4 - Right Mouse button click on the Engine log window

The engine log will look similar to the screenshot below:

```
I0426 234636 main.cpp:1820] Datagate Mk2 Engine Starting
I0426 234636 main.cpp:1821] Version DATAGATE MK2 V1.8-0066
I0426 234636 main.cpp:254] System detected as A20 - revB
I0426 234636 main.cpp:1831] Serial: 16516619 16516619
I0426 234636 main.cpp:1832] IP: 10.10.1.14
234949130
I0426 234636 main.cpp:1833] Bcast: 10.10.255.255
I0426 234636 main.cpp:1834] Mac: 00:50:c2:07:c2:01 0 80 194 7 194 1
I0426 234636 main.cpp:1836] sACN: c6ed1a5c00d06cd2f70a75b2
I0426 234636 main.cpp:1881] Processing Config file
I0426 234636 stream.cpp:32] Initialised PORT with 00000350
I0426 234636 stream.cpp:32] Initialised PORT with 00100350
I0426 234636 stream.cpp:32] Initialised PORT with 00200350
I0426 234636 stream.cpp:32] Initialised PORT with 00300350
I0426 234636 stream.cpp:32] Initialised PORT with 00400350
I0426 234636 stream.cpp:32] Initialised PORT with 00600350
I0426 234636 stream.cpp:32] Initialised PORT with 007I0350
```

Note: Datagate, Pixelator, and Storm 24 share the same engine – Datagate MK2 Engine

Settings for saving

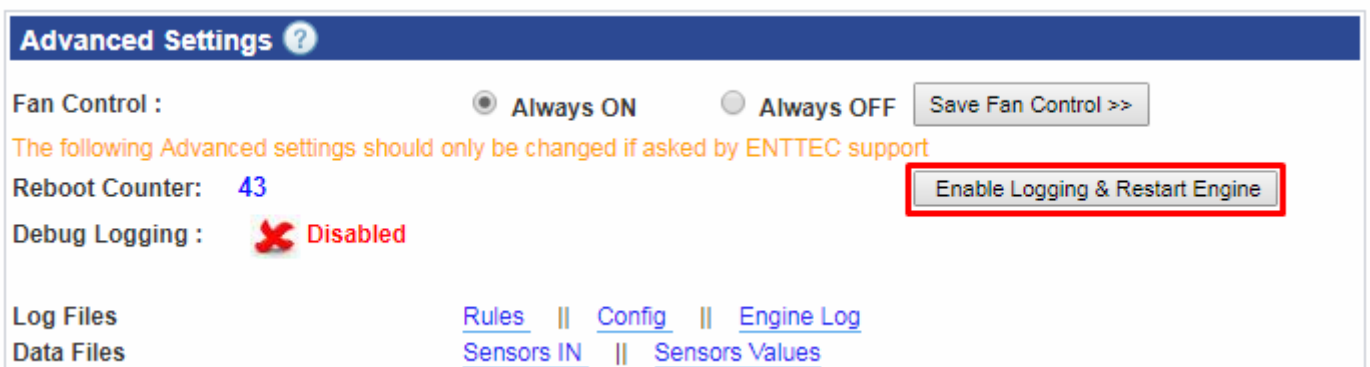


Please use the following settings:

- File extension - .log
- Save as type – Text Document

Enable Logging – Generate Detailed logs if requested by ENTTEC support

Note: Only enable this settings **IF REQUESTED** by ENTTEC SUPPORT



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