

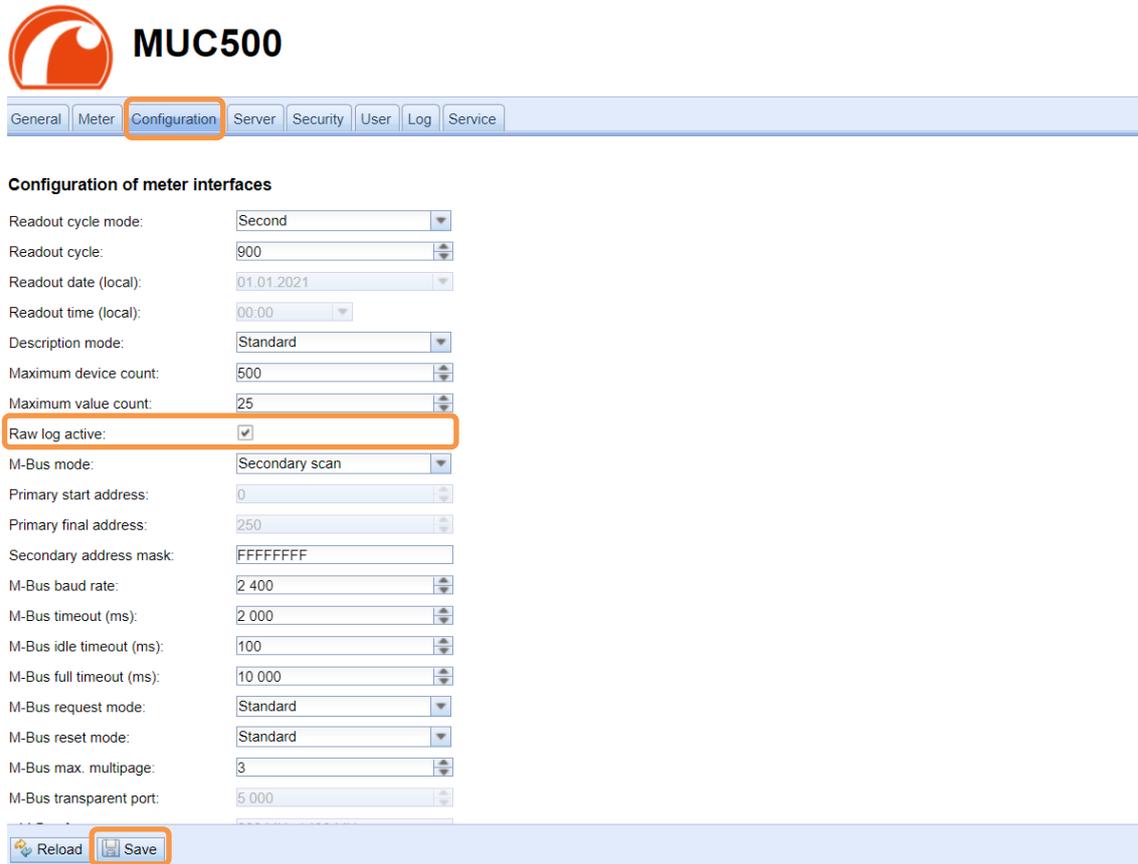


How do I generate a raw data log?

We are often contacted in support and are asked why the meter data does not appear, why the values are in a certain format or why they are not updated. In these cases, the raw data log usually helps us. With this guide, we show you step by step how to create a raw data log quickly and easily.

To record the raw data log, you have to activate it first.

1. Select the tab „Configuration“ and tick the “Raw log active” checkbox.
2. Save the settings by pressing the „Save“ button at lower left.



To generate raw data, communication is required. Therefore, the scan or the readout can be activated or, if wireless meters are used, a certain time can be waited.





3. Carry out the readout or scan by switching to the tab "Meter".

MUC500

General **Meter** Configuration Server Security User Log Service

Connected meters

Interface	S	Serial	MAN	Medium	Version	Link	Value	Scale	Unit	OBIS-ID	Encryption key	Cycle	User label	Description
wM-Bus	!	74575483	KAM	Cold water	27	0					D8 75 6C 4B 90 11 0F B0 E4 8D 78 22 1E 28 EC 0F	0		[Some values are not updated]
wM-Bus	!	58132605	KAM	Cold water	27	158						0		[Some values are not updated]
wM-Bus	!	00007208	WEP	Room sensor	2	195						0		[Some values are not updated]
wM-Bus	!	80027618	KAM	Heat (outlet)	53	161						0		[Some values are not updated]
wM-Bus	!	80560788	KAM	Heat (outlet)	53	0	[26.02.21, 12.08]				E6 63 0C 6B FB 99 9D 7D E7 45 4B 84 5F 02 B7 C9	0		[Some values are not updated]
wM-Bus	!	30046131	SEN	Water	104	105	[03.03.21, 08.16]					0		[Some values are not updated]
wM-Bus	!	30046130	SEN	Water	104	158	[03.03.21, 08.38]					0		[Some values are not updated]

Reload Readout **Scan** Add Delete Save Export Search

Now, data is available. This data has to be displayed and exported.

4. To do this, switch to the tab "Log" and select "M-Bus" or "wM-Bus" as log source at the top. Then click on the „Reload“ button at bottom left. Afterwards, the raw data log will be opened.

MUC500

General Meter Configuration Server Security User **Log** Service

System and data log

Log source: **M-Bus**

Filter active

Start date (local)

End date (local)

Filter:

Date and time	Source	Type	Message
26.02.2021, 14:35:24	sshd[1216]	authpriv/info	pass_unixauth(session) session closed for user admin
26.02.2021, 12:07:26	solapp	user/err	MBUSDEC: Failed to decrypt frame, serial 80560788
26.02.2021, 12:02:11	solapp	user/err	WMBus: Communication error with radiocraft module, port 65535
26.02.2021, 12:02:11	solapp	user/err	WMBus: Communication error with radiocraft module, port 65535
26.02.2021, 12:02:11	solapp	user/err	WMBus: Communication error with radiocraft module, port 65535
26.02.2021, 12:02:11	solapp	user/err	WMBus: Communication error with radiocraft module, port 65535
26.02.2021, 12:02:11	solapp	user/err	WMBus: Communication error with radiocraft module, port 65535
26.02.2021, 12:02:10	root	user/info	system configuration: Successfully executed command config-users
26.02.2021, 12:02:10	passwd[1204]	authpriv/info	password for 'lp' changed by 'root'
26.02.2021, 12:02:09	root	user/info	system configuration: Successfully executed command start-solapp
26.02.2021, 12:01:51	root	user/info	system configuration: Successfully executed command stop-solapp
26.02.2021, 12:01:51	solapp	user/info	App: Application software shutdown completed
26.02.2021, 12:01:51	kernel	user/crit	[2052858 100061] watchdog: watchdog: watchdog did not stop!
26.02.2021, 12:01:07	solapp	user/err	Meter: Failed to initialize WMBUS interface
26.02.2021, 12:01:07	root	user/info	system configuration: Successfully executed command config-users
26.02.2021, 12:01:07	passwd[1277]	authpriv/info	password for 'lp' changed by 'root'
26.02.2021, 12:01:06	root	user/info	system configuration: Successfully executed command start-solapp
26.02.2021, 12:00:59	root	user/info	system configuration: Successfully executed command stop-solapp
26.02.2021, 12:00:59	solapp	user/info	App: Application software shutdown completed
26.02.2021, 12:00:58	kernel	user/crit	[2052858 8568793] watchdog: watchdog: watchdog did not stop!

Reload **Export** Help Print

5. Finally, click on the button "Export". A CSV-file will be generated to download.

01 12 2018 06 33 07 wM-Bus RX 24 44 24 2c 05 26 13 58 1b 16 6d 28 6d 40 c0 18 20 a5 e7 19 4f 35 6c 55 35 63 b6 45 2e fe 17 24 15 39 94 9d

01 12 2018 06 24 58 wM-Bus RX 24 44 24 2c 05 26 13 58 1b 16 6d 28 6d 40 c0 18 20 a5 e7 19 4f 35 6c 55 35 63 b6 45 2e fe 17 24 15 39 94 9d

01 12 2018 06 24 55 wM-Bus RX 84 44 24 2c 18 76 02 80 35 04 8c 29 3b 90 0f 00 2c 25 c7 0a 06 00 30 57 62 93 cb a6 61 6a 7a 3b 08 60 07 10 39 96 3d fe 17 7e 42 44 e8 5b 23 7e dc 10 2b 0e c7 e1 0b 5d 25 62 ea e9 69 77 0c 7b 09 63 cc 73 96 91 a9 39 e2 of 23 97 d3 ee 43 54 33 93 2b b5 0a 23 12 62 2c 49 78 6d a9 66 7a 71 23 65 01 19 86 25 34 c4 e4 65 07 62 c4 3c a6 99 4a 0f 00 36 0a 08 6d 0d 17 72 7c 8b c7 32 2f 08 53 a0 01 9a

01 12 2018 06 24 55 wM-Bus DV 34 44 34 3c 76 26 13 68 1a 16 64 28 6d 43 d4 18 30 03 a3 60 1c 61 3a 0f 01 03 a0 9d 74 ba a3 0a 06 a6 1c 61 a7

Reload **Export** Help Print

With the CSV- file, our support can assist you well.

6. Therefore, please send this file to support@solvimus.de and give us the meter number of the relevant meter.