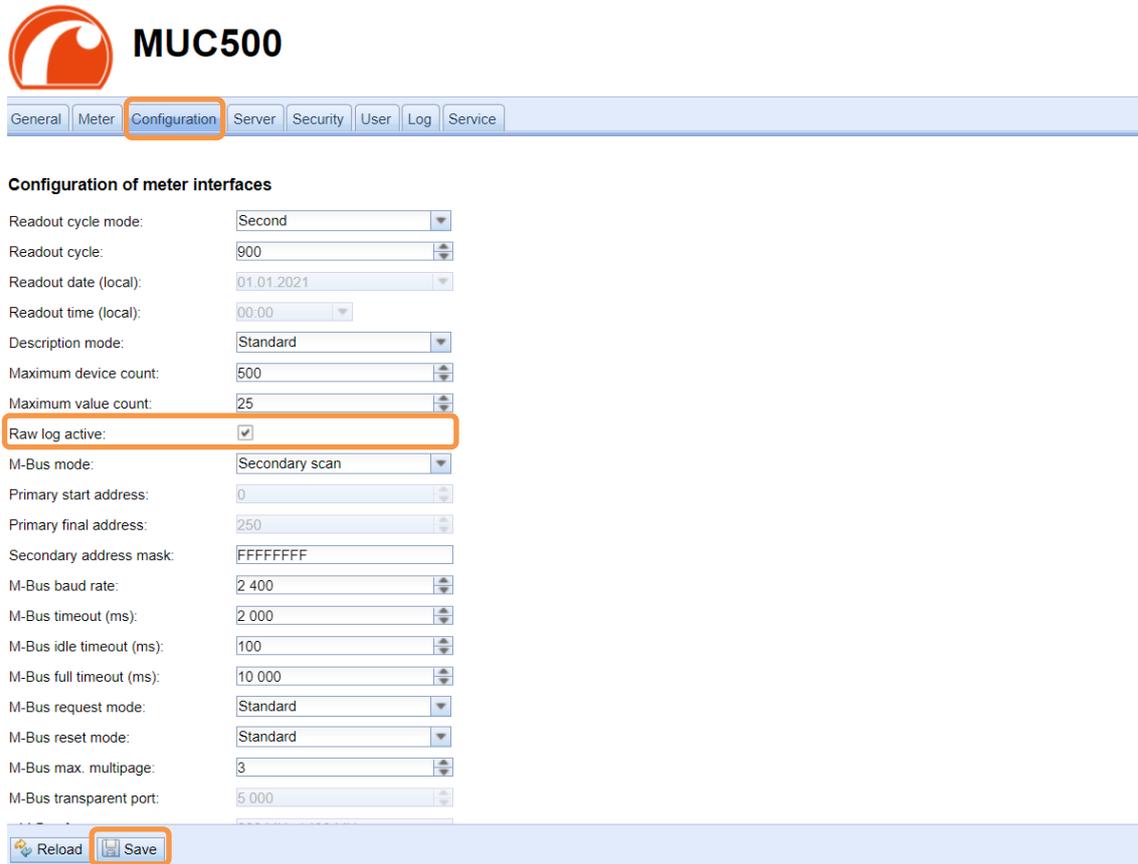# How do I generate a raw data log?

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.

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

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.

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

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.