

**FieldServer ENOTE**

**Taking Diagnostic Captures  
with FieldServer Toolbox**

**APPLICABILITY & EFFECTIVITY**

Effective for all systems manufactured after January 2021.



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**fieldserver**

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## 1 Setup

### 1.1 Downloading FieldServer Toolbox

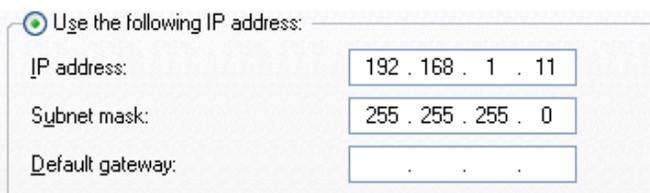
Ensure that FieldServer Toolbox is loaded onto the local PC. If not, download the FieldServer-Toolbox.zip via the MSA website. Then extract the executable file and complete the installation.

### 1.2 Connecting FieldServer Toolbox to FieldServer

1. Connect a Cat-5 Ethernet cable (Straight through or Cross-Over) between the local PC and Gateway.
2. Set IP Address and Subnet Mask:
  - For FieldServer Gateway, the default IP Address is **192.168.2.101**, the Subnet Mask is **255.255.255.0**.
  - For ProtoCessor/ProtoNode Gateway, the default IP Address is **192.168.1.24**, Subnet Mask is **255.255.255.0**.

**NOTE: If the PC and Gateway are on different IP Networks, assign a static IP Address to the PC on the same IP Subnet as the defaults listed above.**

3. For Windows 10:
  - Find the search field in the local computer's taskbar (usually to the right of the windows icon  ) and type in "Control Panel".
  - Click "Control Panel", click "Network and Internet" and then click "Network and Sharing Center".
  - Click "Change adapter settings" on the left side of the window.
  - Right-click on "Local Area Connection" and select "Properties" from the dropdown menu.
  - Highlight  [Internet Protocol Version 4 \(TCP/IPv4\)](#) and then click the Properties button.
  - Select and enter a static IP Address on the same subnet. For example:



Use the following IP address:

IP address:	192 . 168 . 1 . 11
Subnet mask:	255 . 255 . 255 . 0
Default gateway:	.

- Click the Okay button to close the Internet Protocol window and the Close button to close the Ethernet Properties window.

## 2 Types of Diagnostic Captures

### 2.1 Full Diagnostic Capture

To perform a Full Diagnostic Capture:

1. Open FieldServer Toolbox from the Desktop.
2. Find the desired FieldServer in the listing.
3. Click the 'Diagnose' button () on the right-most end of the FieldServer's row.
4. Select 'Full Diagnostic' from the Diagnostic Test pull down menu.
5. Set the capture time period to desired capture length (default is 5 minutes).
6. Click the 'Start Diagnostic' button.
7. When the Full Diagnostic capture is complete, click the 'Open Containing Folder' button and email the zip file with the current time stamp to MSA technical support (see page 3).

### 2.2 Serial Capture

To perform a Serial Capture:

1. Open FieldServer Toolbox from the Desktop.
2. Find the desired FieldServer in the listing.
3. Click the 'Diagnose' button () on the right-most end of the FieldServer's row.
4. Select 'Serial Capture' from the Diagnostic Test pull down menu.
5. Set the capture time period to desired capture length (default is 5 minutes).
6. Click the 'Start Diagnostic' button.
7. When the Serial Capture is complete, click the 'Open Containing Folder' button and email the zip file with the current time stamp to MSA technical support (see page 3).

### 2.3 Snapshot Capture

To perform a Snapshot Capture:

1. Open FieldServer Toolbox from the Desktop.
2. Find the desired FieldServer in the listing.
3. Click the 'Diagnose' button () on the right-most end of the FieldServer's row.
4. Select 'Snap Shot' from the Diagnostic Test pull down menu.
5. Click the 'Start Diagnostic' button.
6. When the snapshot is complete, click the 'Open Containing Folder' button and email the zip file with the current time stamp to MSA technical support (see page 3).

### 3 Additional Capture Types

If requested by MSA Technical Support, take the following steps to perform a Serial Capture with Communication Logs:

1. Open FieldServer Toolbox from the Desktop.
2. Find the desired FieldServer in the listing.
3. Click the 'Diagnose' button () on the right-most end of the FieldServer's row.
4. Select 'Serial Capture' from the Diagnostic Test pull down menu.
5. Set the capture time period to desired capture length (default is 5 minutes).
6. Click 'Show Advanced Options' button.
  - a. Enter the following in the flag box: "-m<IP of your computer>"  
For example: if the computer's IP Address is 192.168.2.100, enter: "-m192.168.2.100"
7. Click the 'Start Diagnostic' button.
8. When the Serial Capture is complete, click the 'Open Containing Folder' button and email the zip file with the current time stamp to MSA technical support (see page 3).