

# How to download the diagnostics log on an IDC Pro

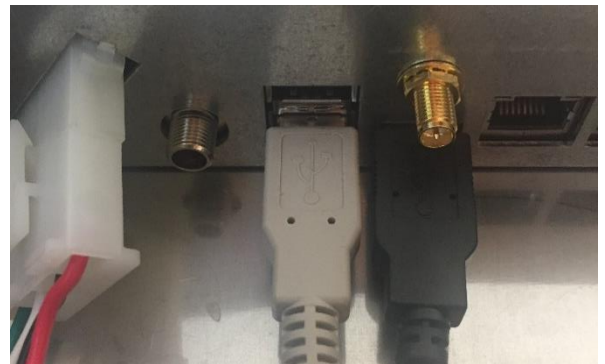
You'll need:

- Access to the IDC Pro
  - A USB Drive
- Access to a computer and email

1. Open up merchandiser and pull out the USB cord closest to you (see image to the left)



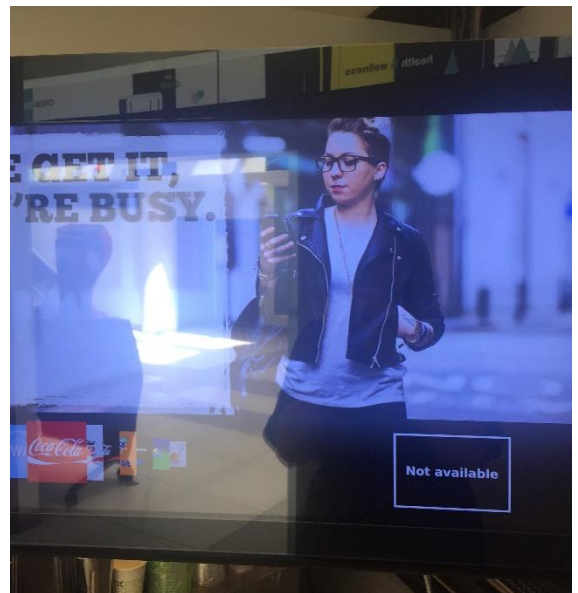
2. There should now be an exposed USB input.



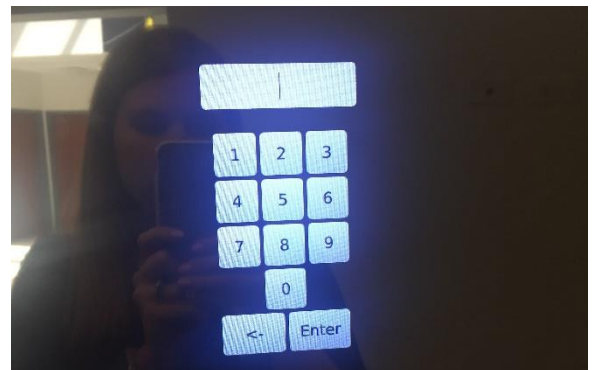
3. Insert your USB Drive into that exposed / open USB input.



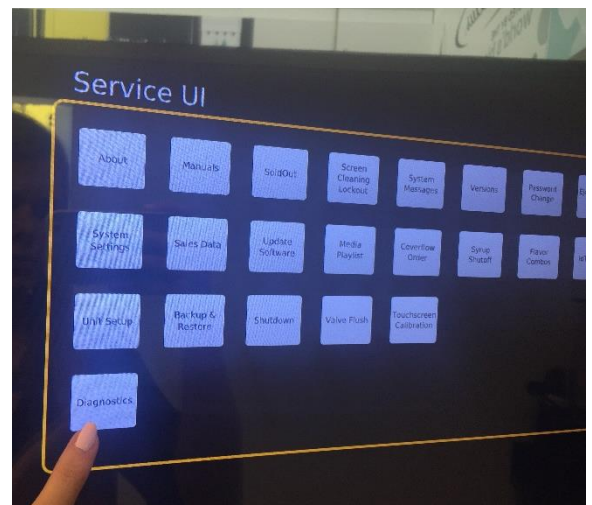
4. Return back to the front of the merchandiser, it will look like this with a different graphic (notice the box on the right that has appeared)



5. Enter the maintenance screen by touching the corners of the screen making a large “C”. Start in the top right, then the top left, then the bottom left, then the bottom right (all within the video screen). A password screen will appear. Enter “3333” into the password key and press the “enter” button.



6. You'll see the Service UI screen appear. Press the button on the bottom left “diagnostics”

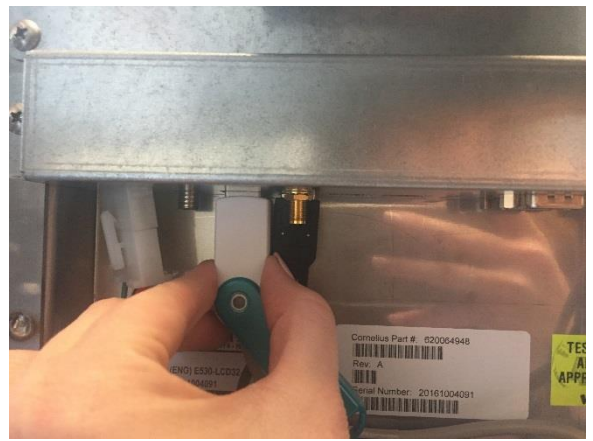


A close-up photograph of a person's hand interacting with a touch-screen interface. The hand, adorned with a diamond ring on the ring finger, is pointing at a selection box labeled 'Lexar' under the heading 'Media Device'. The screen is titled 'Diagnostics' and features a 'Save diagnostic information' link and 'Cancel' and 'Save' buttons at the bottom right. The interface has a dark background with blue highlights around the selected option.

```
refresh-diagnostics/log/upstart/wait-for-state-plymouth-shutdownlightdm.log.7.gz
refresh-diagnostics/log/upstart/kmod.log.6.gz
refresh-diagnostics/log/upstart/ureadahead.log.2.gz
refresh-diagnostics/log/upstart/cups.log.2.gz
refresh-diagnostics/log/upstart/cups.log.3.gz
refresh-diagnostics/log/upstart/cups.log.6.gz
refresh-diagnostics/log/upstart/cups.log.4.gz
refresh-diagnostics/log/upstart/ureadahead-other.log.7.gz
refresh-diagnostics/log/upstart/alsa-state.log.5.gz
refresh-diagnostics/log/upstart/ureadahead-other.log.6.gz
refresh-diagnostics/log/upstart/console-setup.log.7.gz
refresh-diagnostics/log/upstart/procps-static-network-up.log.7.gz
refresh-diagnostics/log/upstart/container-detect.log.2.gz
refresh-diagnostics/log/upstart/procps-static-network-up.log.7.gz
refresh-diagnostics/log/upstart/procps-virtual-fsfilesystems.log.6.gz
refresh-diagnostics/log/upstart/plymouth-shutdown.log.6.gz
refresh-diagnostics/log/upstart/systemd-logind.log.3.gz
refresh-diagnostics/log/upstart/mountall.log.4.gz
refresh-diagnostics/log/upstart/network-manager.log.1.gz
refresh-diagnostics/log/upstart/syslog.log.6.gz
refresh-diagnostics/log/upstart/alsa-state.log.7.gz
refresh-diagnostics/log/upstart/alsa-state.log.6.gz
refresh-diagnostics/log/upstart/wait-for-state-plymouth-shutdownlightdm.log
refresh-diagnostics/log/upstart/cups.log.7.gz
refresh-diagnostics/log/upstart/container-detect.log.7.gz
refresh-diagnostics/log/upstart/console-setup.log.4.gz
refresh-diagnostics/log/upstart/console-setup.log
refresh-diagnostics/log/upstart/network-manager.log.2.gz
refresh-diagnostics/log/auth.log.3.gz
refresh-diagnostics/log/dmccg
refresh-diagnostics/log/dmccg
refresh-diagnostics/log/dmccg.log.2.gz
refresh-diagnostics/log/dmccg.log.7.gz
refresh-diagnostics/log/dmccg.log.2.gz
refresh-diagnostics/log/kern.log.3.gz
refresh-diagnostics/log/syslog.1
refresh-diagnostics/log/dist-upgrade.log
refresh-diagnostics/log/bootsrap.log
refresh-diagnostics/log/Xorg.0.log.old
refresh-diagnostics/log/syslog
refresh-diagnostics/log/lastlog
refresh-diagnostics/log/auth.log.2.gz
refresh-diagnostics/log/powersave.log.3.gz
refresh-diagnostics/log/apport.log.4.gz
refresh-diagnostics/log/Xorg.1
refresh-diagnostics/log/apport.log.1
refresh-diagnostics/log/fsck/
refresh-diagnostics/log/fsck/checkfs/
refresh-diagnostics/log/fsck/checkfs
Package is being installed.
Package to target, please wait...
Completed successfully
```



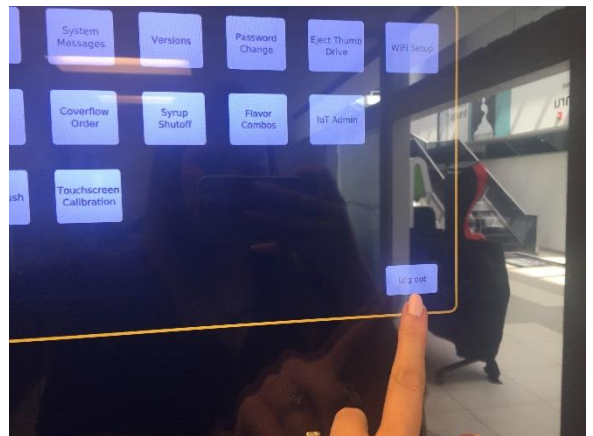
10. Return to the back of the merchandiser screen and pull out your USB drive



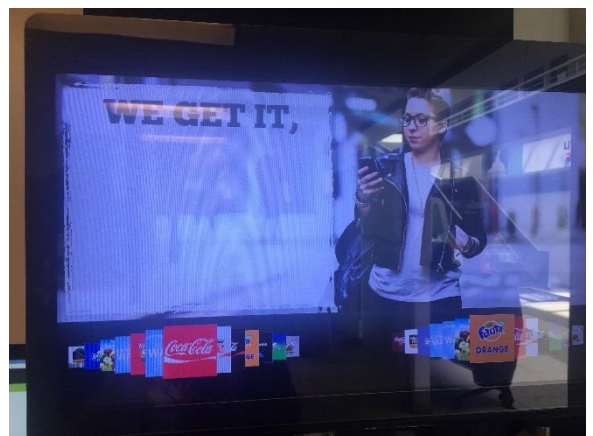
11. Replace the USB cord that you unplugged earlier.



12. Return back to the front of the merchandiser and click “Log out”



13. Your screen should now be back to a normal state (you'll see a different image on top than I have shown here)



14. Plug your USB drive into a computer and to view the file.

15. The file will start with “refresh-diagnostics\_”

