

Feature Description Document

Understanding Application Logs in IXM WEB



Purpose

This document provides an understanding of the Application Logs feature.

Applies to

TITAN	TFACE	TOUCH 2	SENSE 2	MERGE 2	MYCRO
All Devices	All Devices	All Devices	All Devices	All Devices	All Devices

Description

Application logs are a common functionality for any event, error and information generated in IXM WEB. Every Application User will see the events, errors and information logs added to the Application Logs.

Deleting Application Logs

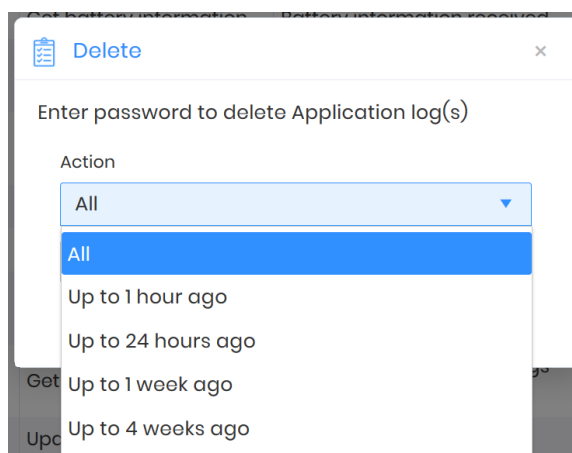
1. From Home screen >> Expand the Left Navigation Pane >> Navigate to the **Logs** tab >> Click **Application Logs** to view default settings. The application will redirect to the Application Logs window.

Transaction Logs Application Logs								
Type to search				Search		Export		
Date	Serial Number	DeviceName	Type	Details	Reason	INVIXIUM ID	Status	
1/8/2020 5:35:58 PM	A819401M19	TSTOUCH2FP2	Get battery information	Battery information received		admin	Success	
1/8/2020 5:35:58 PM	A819401M19	TSTOUCH2FP2	Fire Alarm mode received	Fire Alarm settings received		admin	Success	
1/8/2020 5:35:58 PM	A819401M19	TSTOUCH2FP2	Get DAC & DOS settings	Door Access Control settings received		admin	Success	
1/8/2020 5:35:58 PM	A819401M19	TSTOUCH2FP2	Update Device	TSTOUCH2FP2 Updated		admin	Success	
1/8/2020 5:33:42 PM	A819401M19	TSTOUCH2FP2	Get battery information	Battery information received		admin	Success	
1/8/2020 5:33:42 PM	A819401M19	TSTOUCH2FP2	Get DAC & DOS settings	Door Access Control settings received		admin	Success	
1/8/2020 5:33:42 PM	A819401M19	TSTOUCH2FP2	Fire Alarm mode received	Fire Alarm settings received		admin	Success	
1/8/2020 5:33:42 PM	A819401M19	TSTOUCH2FP2	Update Device	TSTOUCH2FP2 Updated		admin	Success	
1/8/2020 5:32:30 PM	A819401M19	TSTOUCH2FP2	Get battery information	Battery information received		admin	Success	
1/8/2020 5:32:30 PM	A819401M19	TSTOUCH2FP2	Fire Alarm mode received	Fire Alarm settings received		admin	Success	

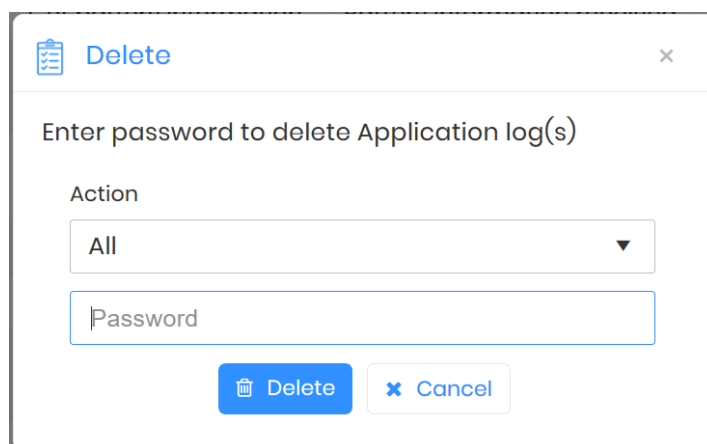
2. Click **Delete** on the top right to delete Application Logs from the IXM WEB database.

Transaction Logs Application Logs								
Type to search				Search		Export Delete		
Date	Serial Number	DeviceName	Type	Details	Reason	INVIXIUM ID	Status	
1/8/2020 5:35:58 PM	A819401M19	TSTOUCH2FP2	Get battery information	Battery information received		admin	Success	
1/8/2020 5:35:58 PM	A819401M19	TSTOUCH2FP2	Fire Alarm mode received	Fire Alarm settings received		admin	Success	
1/8/2020 5:35:58 PM	A819401M19	TSTOUCH2FP2	Get DAC & DOS settings	Door Access Control settings received		admin	Success	
1/8/2020 5:35:58 PM	A819401M19	TSTOUCH2FP2	Update Device	TSTOUCH2FP2 Updated		admin	Success	
1/8/2020 5:33:42 PM	A819401M19	TSTOUCH2FP2	Get battery information	Battery information received		admin	Success	
1/8/2020 5:33:42 PM	A819401M19	TSTOUCH2FP2	Get DAC & DOS settings	Door Access Control settings received		admin	Success	
1/8/2020 5:33:42 PM	A819401M19	TSTOUCH2FP2	Fire Alarm mode received	Fire Alarm settings received		admin	Success	
1/8/2020 5:33:42 PM	A819401M19	TSTOUCH2FP2	Update Device	TSTOUCH2FP2 Updated		admin	Success	
1/8/2020 5:32:30 PM	A819401M19	TSTOUCH2FP2	Get battery information	Battery information received		admin	Success	
1/8/2020 5:32:30 PM	A819401M19	TSTOUCH2FP2	Fire Alarm mode received	Fire Alarm settings received		admin	Success	

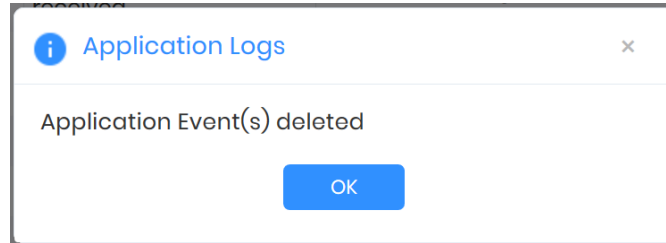
3. Select how many Application Logs you want to delete.
 - a. **All:** This will delete all the application logs from the database.
 - b. **Up to 1 hour ago:** This will delete all the logs except for the ones in the last 1 hour
 - c. **Up to 24 hours ago:** This will delete all the logs except for the ones in the last 24 hours.
 - d. **Up to 1 week ago:** This will delete all the logs except for the ones in the last week.
 - e. **Up to 4 weeks ago:** This will delete all the logs except for the ones in the last 4 weeks.



4. Enter the password and click Delete to delete application logs for the selected period.

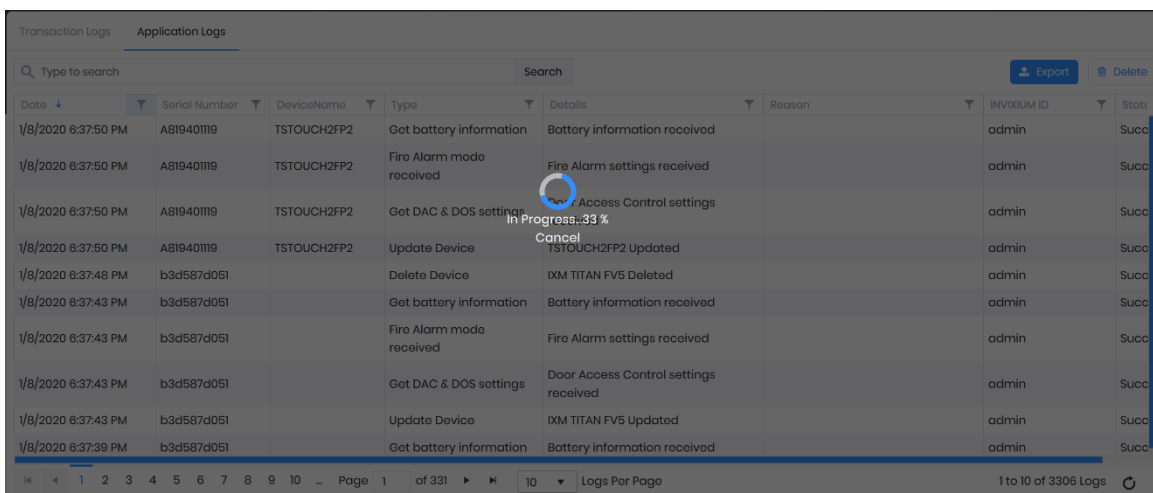


5. Upon completion of the process, the application will display the confirmation message.



Export Application Logs

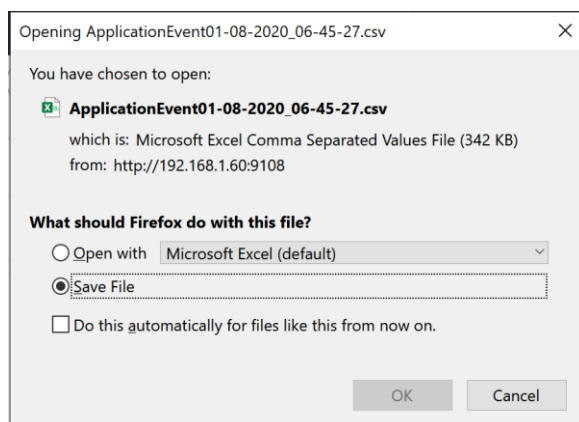
1. Click **Export** to export the Application Logs into a .csv file.



The screenshot shows the 'Application Logs' tab in a web interface. At the top right, there are 'Export' and 'Delete' buttons. Below them is a table with columns: Date, Serial Number, DeviceName, Type, Details, Reason, INVIXIUM ID, and Status. The table contains several log entries. A blue circle highlights the 'Export' button. A progress bar at the bottom indicates 'In Progress: 33%'.

Date	Serial Number	DeviceName	Type	Details	Reason	INVIXIUM ID	Status
1/8/2020 6:37:50 PM	A819401119	TSTOUCH2FP2	Get battery information	Battery information received		admin	Succ
1/8/2020 6:37:50 PM	A819401119	TSTOUCH2FP2	Fire Alarm mode received	Fire Alarm settings received		admin	Succ
1/8/2020 6:37:50 PM	A819401119	TSTOUCH2FP2	Get DAC & DOS settings	Door Access Control settings received		admin	Succ
1/8/2020 6:37:50 PM	A819401119	TSTOUCH2FP2	Update Device	TSTOUCH2FP2 Updated		admin	Succ
1/8/2020 6:37:48 PM	b3d587d051		Delete Device	IXM TITAN FV5 Deleted		admin	Succ
1/8/2020 6:37:43 PM	b3d587d051		Get battery information	Battery information received		admin	Succ
1/8/2020 6:37:43 PM	b3d587d051		Fire Alarm mode received	Fire Alarm settings received		admin	Succ
1/8/2020 6:37:43 PM	b3d587d051		Get DAC & DOS settings	Door Access Control settings received		admin	Succ
1/8/2020 6:37:43 PM	b3d587d051		Update Device	IXM TITAN FV5 Updated		admin	Succ
1/8/2020 6:37:39 PM	b3d587d051		Get battery information	Battery information received		admin	Succ

2. Upon completion, click **OK** to save the .csv (ApplicationEventDD-MM-YYYY-hh-mm-ss) file.



FAQ

1. Who can use the Application Logs feature?

All IXM WEB users with access to the Logs tab can use this feature.

2. The device is offline, is it possible to Export Application Logs?

Yes, users can export all Application logs to a .csv file while the device is offline.

3. The device is offline, is it possible to delete Application Logs?

Yes, users can delete selected Application Logs while the device is offline.



Support

For more information relating to this Feature Description document, please contact us at support@invixium.com

Disclaimers and Restrictions

This document and the information described throughout are provided in its present condition and are delivered without written, expressed, or implied commitments by Invixium Inc. and are subject to change without notice. The information and technical data herein are strictly prohibited for the intention of reverse engineering and shall not be disclosed to parties for procurement or manufacturing.

This document may contain unintentional typos or inaccuracies.

TRADEMARKS

The trademarks specified throughout the document are registered trademarks of Invixium Access Inc. All third-party trademarks referenced herein are recognized to be trademarks of their respective holders or manufacturers.

Copyright © 2022, INVIXIUM. All rights reserved.