AFC UPDATER TROUBLESHOOTING



HOW TO COLLECT AND SHARE INFORMATION ABOUT AFC UPDATER ISSUES

BACKGROUND INFORMATION

Having trouble updating your AFC? The steps below explain how to collect further information about your PC and AFC Updater. This information, along with the AFC Serial number(s), whether the unit is a V1 or V2, the firmware version number you currently have, and the version number you are trying to update to, can be shared with your Izon representative to potentially help resolve the issue.

If your problem occured on the AFC Updater Version 2.0.0.0 or earlier, please update to the latest version of the AFC Updater and try again. If the issue persists please follow these steps:

1. Acquire and send log files

- a) For Version 2.1.0.0: Navigate to C:\Users*username*\AppData\Roaming\Izon\AFC\Logs, where *username* is the name of your PC user. Alternatively, this can be accessed by typing %appdata%\Izon\AFC\Logs into the File Explorer bar.
- b) For Version 2.0.0.0 and earlier: Navigate to C:\Program Files (x86)\izon\AFC\AFC Updater\Logs

For both methods, attach all logs to an email.

Windows (C:) > Users > user	rname > AppData > Roaming > Izon	> AFC > Logs	~
Name	Date modified	Туре	Size
app-2022-09-18	19/09/2022 9:59 am	Text Document	18 KB
app-2022-10-03	4/10/2022 12:58 pm	Text Document	2 KB
app-2022-10-11	12/10/2022 11:45 am	Text Document	20 KB
app-2022-10-12	12/10/2022 5:13 pm	Text Document	8 KB
↓ This PC → Windows (C:) → P	rogram Files (x86) > Izon > AFC >	AFC Updater > Logs	
> This PC > Windows (C:) > P Name	rogram Files (x86) > Izon > AFC > . Date mod	AFC Updater > Logs dified	Туре
This PC > Windows (C:) > P Name app-2022-06-15	rogram Files (x86) > Izon > AFC > Date mod 16/06/20	AFC Updater > Logs dified 22 11:11 am	Type Text Document
 > This PC > Windows (C:) > P Name app-2022-06-15 app-2022-07-28 	rogram Files (x86) > Izon > AFC > . Date mod 16/06/20. 29/07/20.	AFC Updater > Logs dified 22 11:11 am 22 10:54 am	Type Text Document Text Document

Figure 1: Log file locations for (A) version 2.1.0.0 and (B) versions 2.0.0.0 and earlier.

A maximum of one log file will be generated per day. A log file is only generated in administrator mode in versions prior to version 2.1.0.0. Opening the program twice in one day, in this manner, will not generate a second log file. Instead, information will be added to the existing log file that has already been created that day.

2. Generate system specifications and send

Open Command Prompt by clicking Start, typing "cmd" and pressing Enter.

	이 사는 것 같은 것은 것은 것은 것은 것이 가지 않는 것이 있었다. 그는 것
Best match	
Command Prompt App	
Apps	Command Prompt

Figure 2: Opening the Command Prompt App.

Command Prompt	—	×
licrosoft Windows [Version 10.0.19044.1826]		^
::\Users\Izon>		

Figure 3: Command Prompt App.

Type in "msinfo32/nfo./sysinfo.nfo". Please note, there are two spaces within the code (highlighted). Press Enter.

Running this command will generate a file called "sysinfo.nfo" in the current directory of Command Prompt, usually in your local user folder C:\Users\[your name]. It may take time for the file to appear – approximately 5 minutes is to be expected.

Select Command Prompt	sion 10.0.19044.1766]	×
C:\Users\Izon>msinfo / 'msinfo' is not recogr operable program or ba	nfo /.sysinfo.nfo ized as an internal or external command, tch file.	
C:\Users\Izon>msinfo32	/nfo /.sysinfo.nfo	
C:\Users\Izon>	System Information	
	Refreshing System Information Loaded Modules	
	Cancel	

Figure 4: An example of the command "msinfo32 /nfo ./sysinfi.nfo" running.

Send the file "sysinfo.nfo" to your Izon support contact via email, along with the attached log files and firmware version numbers (both current version and version you are updating to).