



ASE2000 Technical Support Problem Submittal

In order for ASE to provide technical support on various problems encountered while using the ASE2000 Test Set, the user will need to provide certain information. Specifically, the MON file used during the test session and a Capture file that contains the problem to be analyzed should be provided. In addition, please provide a complete description of the physical connection between the ASE2000 Test Set PC and the equipment being communicated with, Master Station or RTU/IED.

MON File

The MON file contains communication settings, protocol specific information, test session information, RTU address information, etc. The MON file is typically created or loaded at the beginning of a test session. To create a new MON file, use the following procedure:

1. Start the ASE2000 program
2. Select "File > Select Protocol" and select the desired protocol
3. Enter the test session specific parameters for RTU address, communication settings, protocol specific settings, and any other settings as appropriate.
4. Select "File > Save As..." and enter the name you want the file to be saved as.
5. Once a MON file has been created, it can be re-used anytime by selecting "File > Open" and selecting the file.

This file is important to the ASE technical support person since it provides information about the test environment that allows, in most cases, the environment to be duplicated at ASE.

Capture File

The Capture file contains a copy of the communication exchange between the ASE2000 and the device, Master Station or RTU/IED, that illustrates the problem to be analyzed. To create a Capture file, use the following procedure:

1. Select "Properties > Auxiliary Files ..." to specify capture file name, location, and size.
2. Select "File > Capture Enabled" to enable capturing.
3. Enable Master Mode or Monitor Mode, as appropriate, to collect data in the capture file.
4. When you wish to terminate capturing, use the "stop" icon to stop scanning or monitoring.
5. Select "File > Capture Enabled" to disable capturing.
6. Make "Line Monitor" the active view by clicking anywhere in the Line Monitor window.



7. Select "Edit > Clear All Messages" to clear the Line Monitor window. DO NOT PERFORM THIS STEP BEFORE YOU DISABLE CAPTURING OR YOU WILL CLEAR THE CAPTURE FILE AS WELL.
8. Select "File > View Capture File" and select the recently created capture file. Check the contents of the capture file to insure it contains an occurrence of the problem to be analyzed. In the e-mail submittal, be sure to mention the time of occurrence of the problem.

Test Environment

Please provide a complete description of the test environment. Specifically, provide a description of the physical connection between the ASE2000 PC and the device or devices being communicated with. In describing the physical connection, start with the ASE2000 PC COM port being used such as standard PC com port COM 1/2/3... or ASE PCMCIA card Port A/B. Next, describe the cabling between the test set and the other device such as modems, radios, NULL modem, gender changer, RS-232 to RS-485 converter, 2-wire / 4-wire connection, etc. This is important and useful information in providing an understanding of the test environment.

Problem Submission

Attach the MON and Capture files to an e-mail along with a complete description of the test environment and send to support@ase-systems.com

Please be sure to include your contact information as well (name, telephone, e-mail).