

## Downloading AF-6600/AF-5000 System Logs for AFS Review

The EFIS system logs contain a chronological record of events related to the function of the EFIS and of its attached components. Issues that may develop with your EFIS or other avionics can often be diagnosed by reviewing the system logs. Therefore, these logs will usually be one of the first things AFS requests when you contact us regarding problems with your avionics. Here is how to download system logs and send them to AFS for review.

## **Downloading logs from EFIS**

- 1. Make sure you have a USB drive plugged into the EFIS (using the USB drive that has your map and high res terrain files is fine)
- 2. Go to SET > LOGS > SYSTEM



- 3. Wait for system logs to copy to USB. File copy is complete when the / WRITING FILE / annunciator message disappears
- 4. Turn off EFIS, remove USB stick, and plug USB stick into a computer

## Sending system logs to Advanced Flight Systems

1. Open the USB stick in your computer's file explorer app. Look for the SYSLOG\_7xxxx\_yymmdd.ALS file (and not the similarly named *.ATZ* file)

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	AF5XXXUS	Date modified: 2/20/2023 3:23 PM
	ChartData	Date modified: 2/12/2024 11:04 AM
	AF2MAPUS_V16_2401_MAP.afz	Date modified: 1/22/2024 11:56 AM Size: 6.04 MB
	AF5000VX161035-TOUCH-MV16.afz Type: AFZ File	Date modified: 1/23/2024 10:33 AM Size: 60.8 MB
	ackup_74002.zip	Date modified: 2/11/2024 2:50 AM
	SYSLOG_74002_240212.ALS Type: ALS File	Date modified: 2/11/2024 2:52 AM Size: 1.91 MB
	SYSLOG_74002_240212.ATZ Type: ATZ File	Date modified: 2/11/2024 2:52 AM Size: 138 MB
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- 2. Email this file as an attachment to <a href="mailto:support@advanced-flight-systems.com">support@advanced-flight-systems.com</a>
- 3. AFS will review the logs and respond to your email.
- 4. In certain circumstances AFS may request what we call the *full system logs*, which means the SYSLOG\_7xxxx\_yymmdd.ATZ file (and not the .*ALS* file). The full logs contained in the .ATZ file are much too large to attach to an email. If AFS requests the full system logs, open a web browser and navigate to <a href="https://www.advancedflightsystems.com/file-upload.php">https://www.advancedflightsystems.com/file-upload.php</a>

ADVANCED PANEL ADV	ICED DISPLAYS LEARN PLAN SUPPORT CONTACT MC	RE
	To: Technical Support	
	Full Name	
	From (email)	
	Zendesk Support Ticket Number (if known)	
	Forum Thread (if submitting a file because you were asked to on	th
	Dynon or AFS System? (Is this log from a Dynon or Advanced Systed display?)	ems
	Advanced Flight Systems	~
	Reason for submitting diagnostic file	
	A Dynon/AFS support representative asked for it via emi	ail
	A Dynon/AFS support representative asked for it via pho —	ne
	A message on my SkyView/AFS display prompted me to	
	I was asked to submit a diagnostic file on the forum	
	Problem (please provide a brief description of the problem you a troubleshooting)	re

- 5. Fill out the form with your contact information.
- 6. Click the "Add Files" button on the webpage, navigate to your USB stick, and select the SYSLOG\_7xxxx\_yymmdd.ATZ file
- 7. Click the "Send" button to upload the file to the AFS server. The file is very large and may take several minutes to upload depending on the speed of your internet connection. Do not close your browser tab or web browser until the page notifies you that the file upload is complete.