

Uploading Driver Center Error Logs

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Driver Center has built-in error logging functionality that can help us at BSM troubleshoot issues.

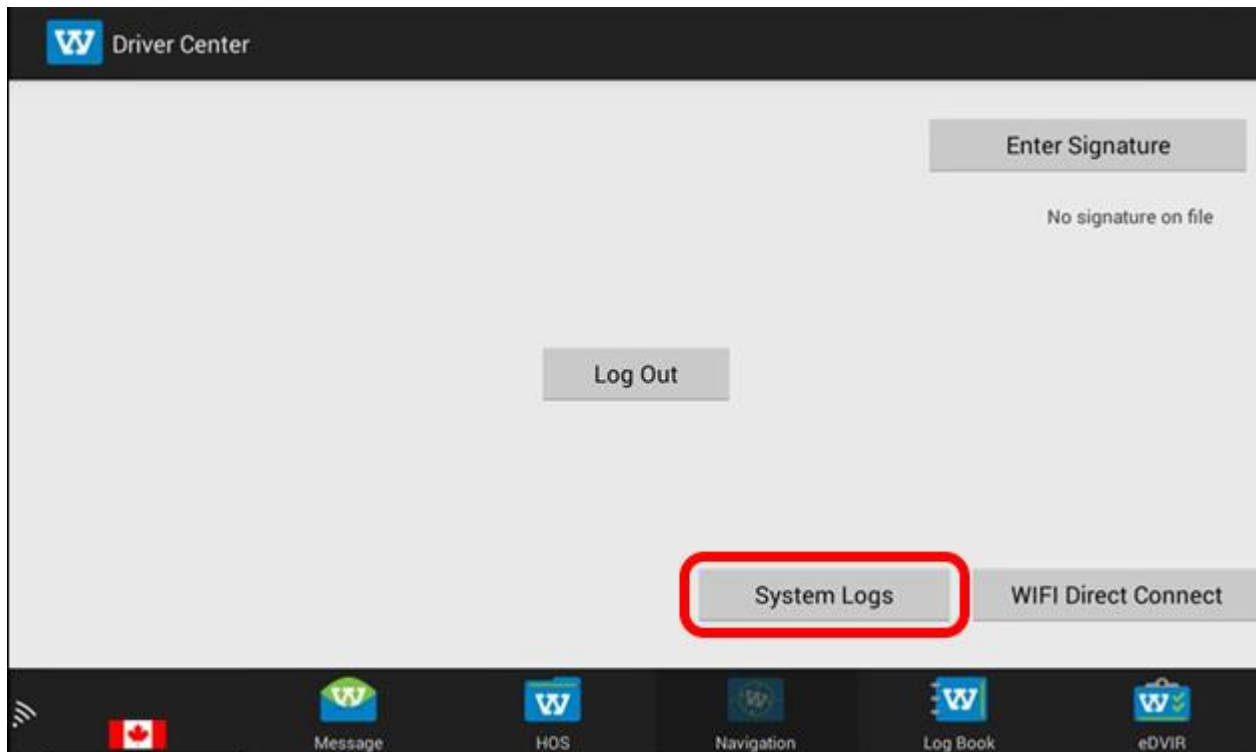
These error logs can be uploaded to BSM using the **System Logs** button on the Driver Center login screen.

NOTES:

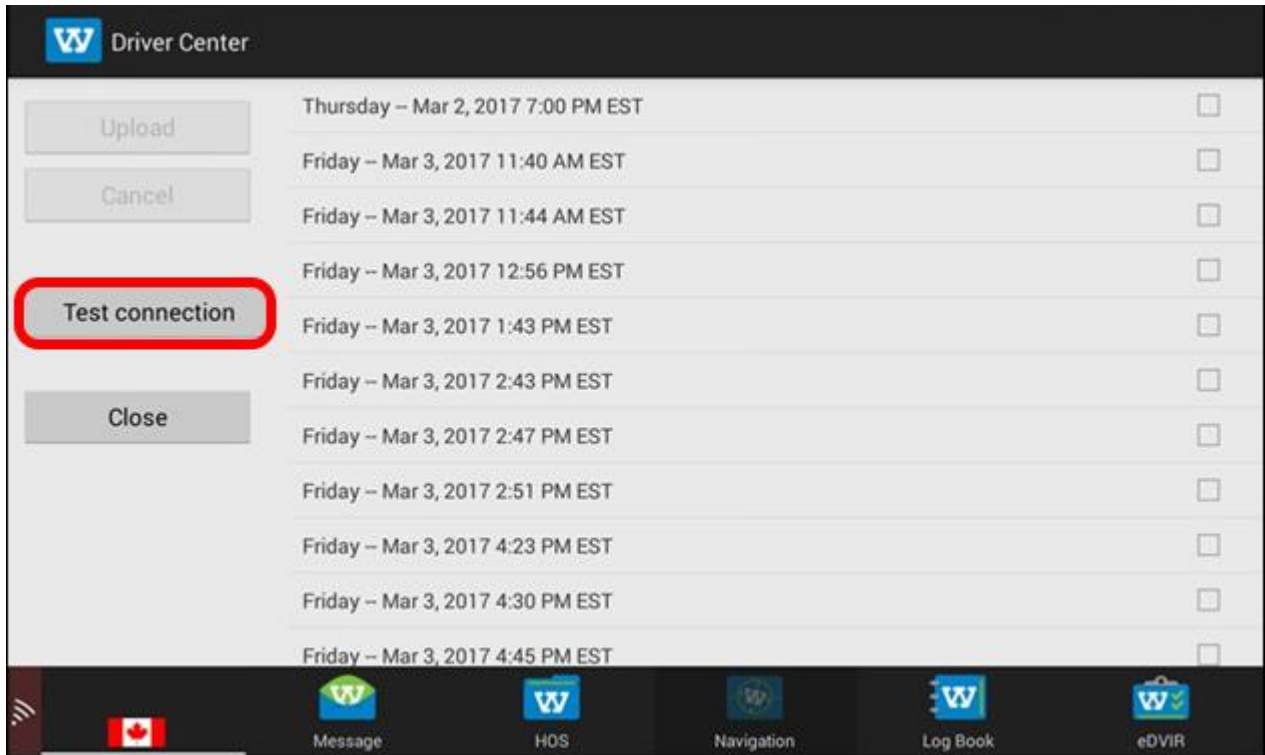
- **IMPORTANT:** For this feature to work, you must connect your device to an internet-enabled Wi-Fi network, such as your office Wi-Fi. **Do not connect the device to a WT10X Wi-Fi.**
 - Only Wi-Fi will work; cellular data via SIM cards (in tablets or smartphones) is not supported.
- This feature is not enabled by default, and must be enabled by BSM support.
 - Once the feature is enabled, you must log in with a valid driver account to download the new configuration.
 - However, once the feature has been enabled and downloaded, you do not need to be logged in to Driver Center to upload logs.

1. Tap **System Logs** on either the Driver Center login or logout screen.

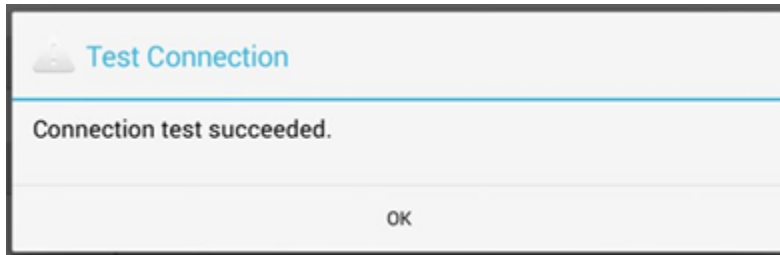
- If an internet connection via Wi-Fi is not available, the button will be greyed out.
- If the button is missing, please log in with a valid driver account to ensure that the correct Driver Center configuration is downloaded.



2. On the upload screen, tap **Test Connection** to verify that the device is correctly configured and that the Wi-Fi connection has internet access.

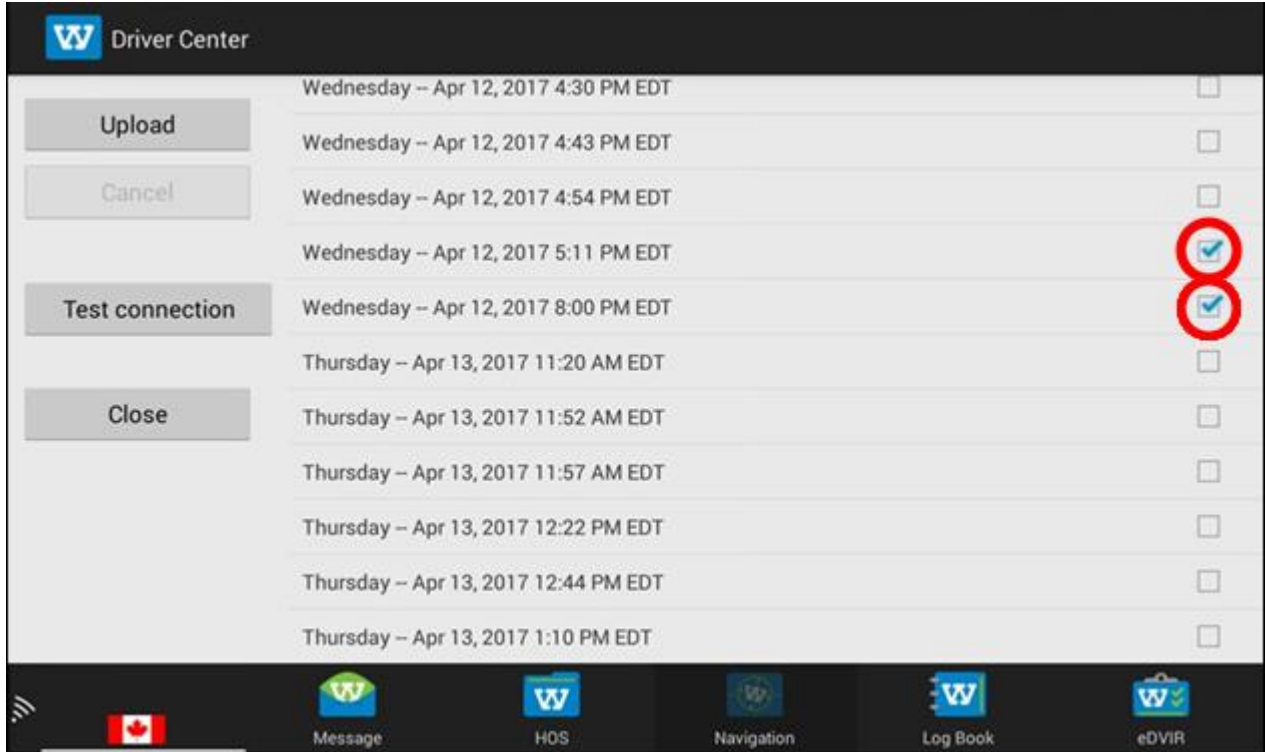


3. If the test was successful, a dialog is displayed. Tap **OK**.

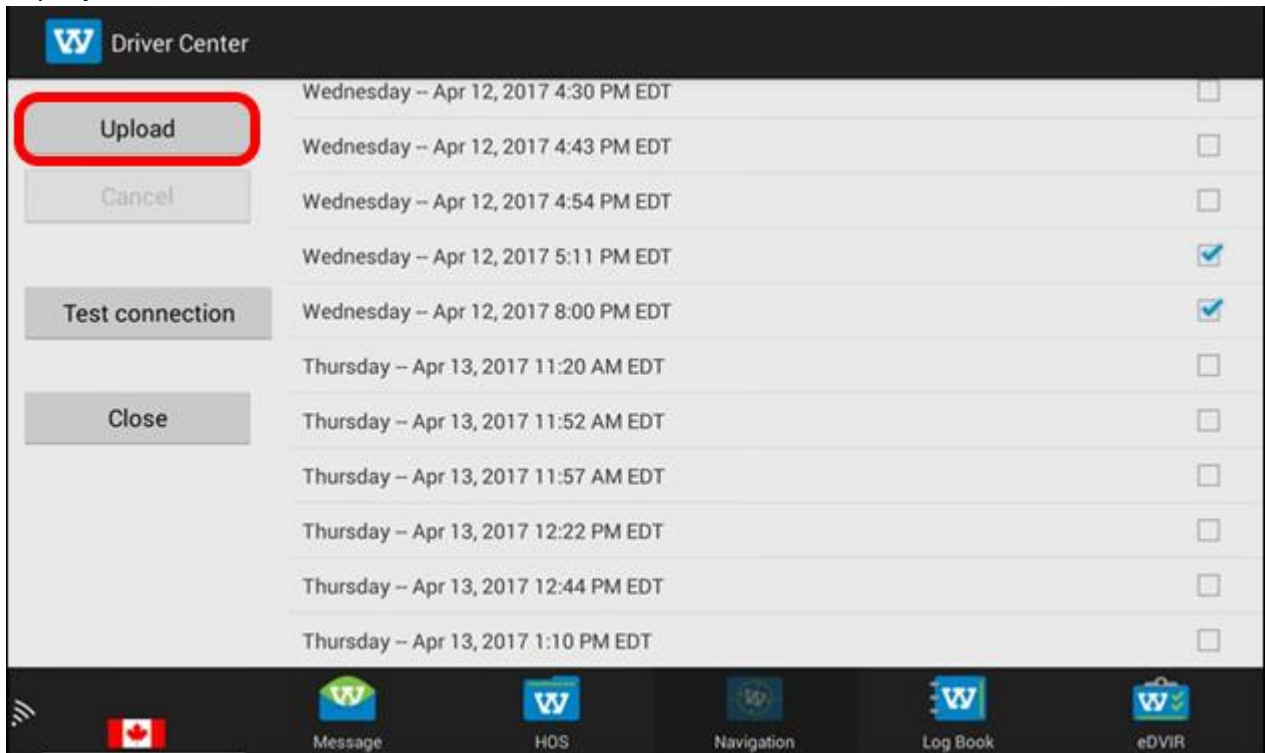


If the test failed, try a different Wi-Fi network.

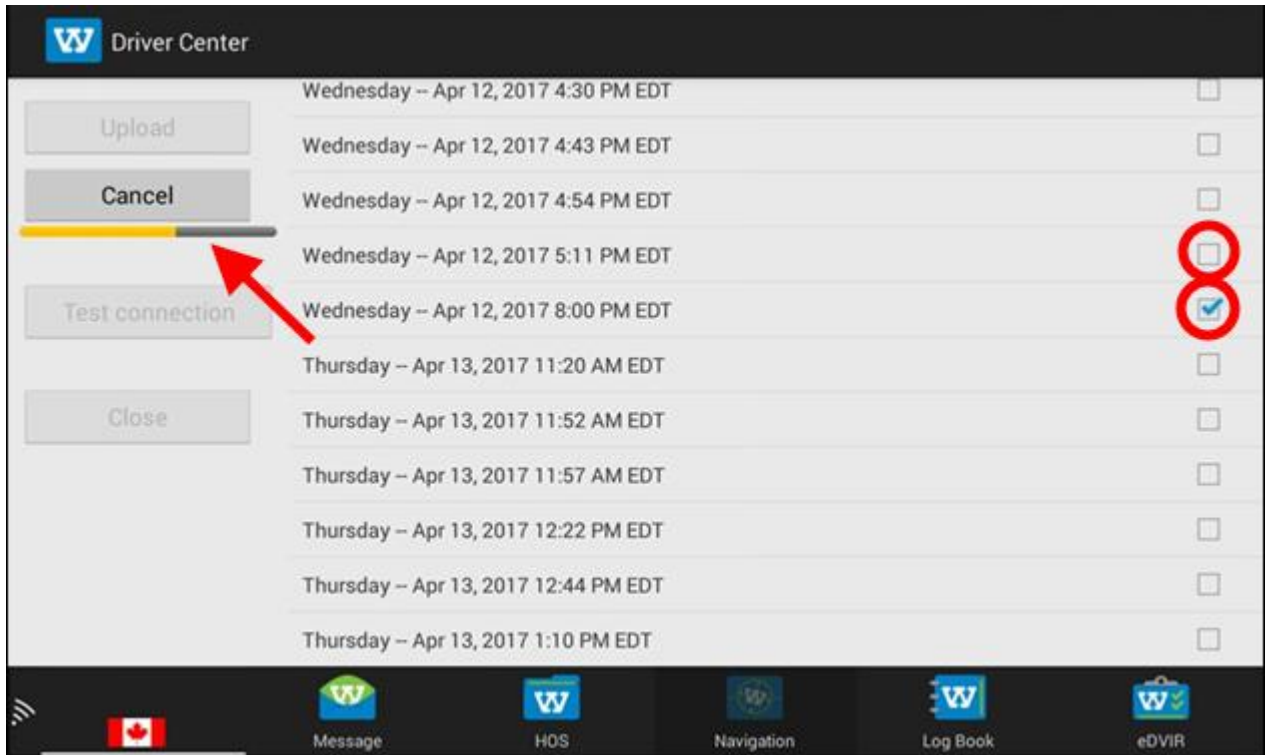
- 4. Next, tap the checkboxes to select which log sessions to upload. Check the log dates – you only need to select the log sessions when a problem occurred.



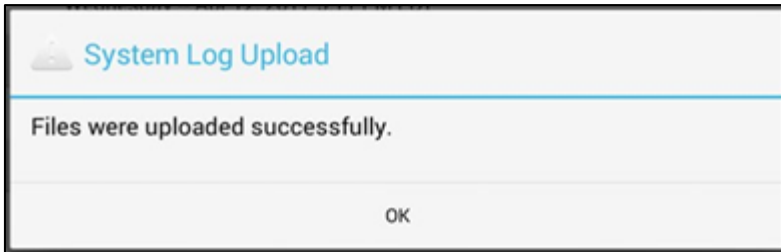
- 5. Tap **Upload**.



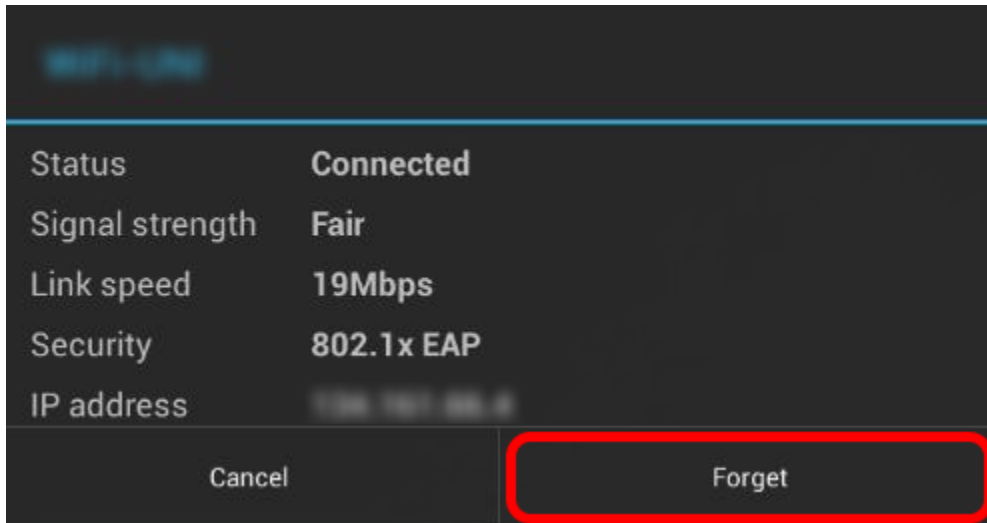
A progress bar appears below **Cancel**. Logs that have been uploaded successfully will have their checkboxes cleared. In the example below, the log for April 12th, 5:11 PM has been uploaded, while the 8:00 PM log upload is still in progress.



If all logs have been uploaded successfully, a dialog appears. Tap **OK** and then tap **Close** to return to the login screen.



- After the upload is complete, go to your device's settings and **Forget** the Wi-Fi network.



- If applicable, reconnect the device to its vehicle's WT10X Wi-Fi network.