

How to collect log files on the HAKKO HU-200 Robotic Soldering System for troubleshooting

When the application is launched, an encrypted log file is created to record system operation. Should you experience an issue during operation, please contact Customer Service at 1-800-88-HAKKO (42556) or by e-mail at support@hakkousa.com. Please include the log file created PRIOR to the issue occurring, and the log file created when the issue occurred.

The log files are located on the PC at the following location:

C:\HakkoCorporation\HAKKO SOLDERING SYSTEM2\System\Log

NOTE: Depending on the length and complexity of the operation, the log files may be too large to send by e-mail. Please inform Customer Service and an upload link will be created for you.

HakkoUSA Knowledge Base

<https://kb.hakkousa.com/Knowledgebase/12055/How-to-collect-log-files-on-the...>