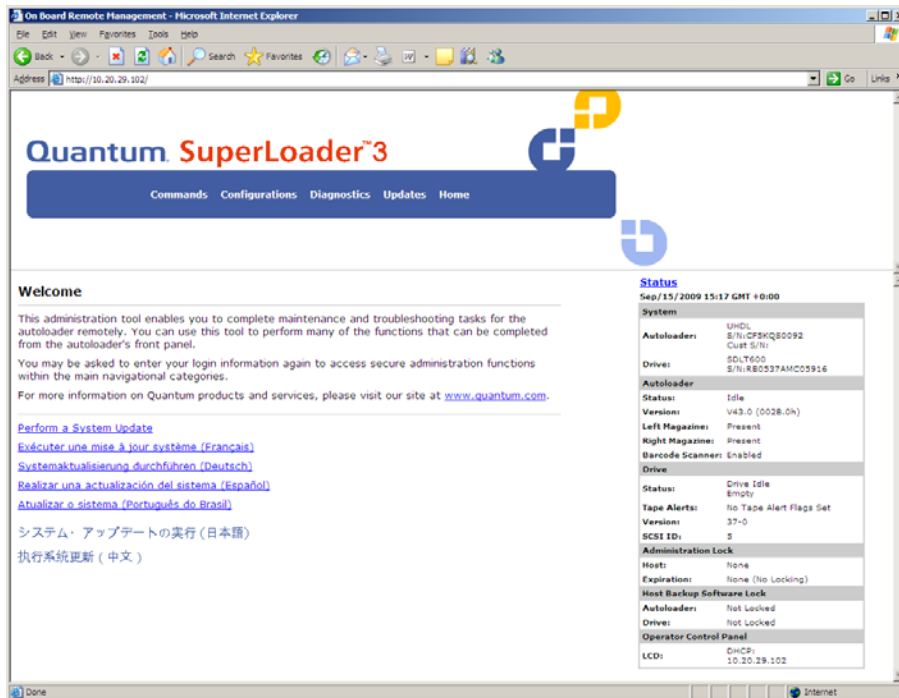# Capturing Logs for a SuperLoader 3
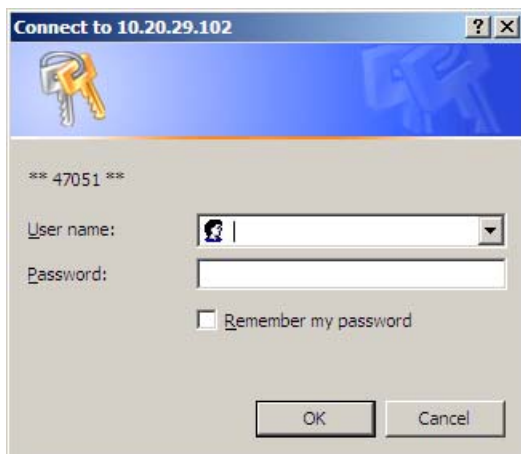
Open the library's Web interface and log in.

The following screen appears:

Select the **Diagnostics** link near the top of the page. Then you will be prompted to enter your username and password.

The default logon is:
- User name: **guest**
- Password: **guest**

Once logged in, click **Diagnostics** at the top of the page to display the following page:

Click the **Save Logs** button under the heading *View Error and History Logs.* You will receive a prompt to either save or open the file. Save the file and then have the customer email you the logs.

Note: If a message appears that the security settings will not allow the logs to be saved, please add the IP address of the superloader to Trusted Sites in your Web browser. Then a log will be saved called **loader.txt**.

If the SuperLoader is not on the network, attach an Ethernet patch cable to the Ethernet port on the back of the unit.

To set a dynamic IP address:
1 From the main menu, scroll to **Configuration**, and then press **Enter**.
2 From the **Configuration** menu, scroll to **Ethernet**, and then press **Enter**.
3 From the **Ethernet** submenu, scroll to **Set IP**, and then press **Enter**.
4 Scroll to **DHCP**, and then press **Enter**. *Please reboot to use DHCP* displays on the LCD screen.
5 Press and hold the power button on the front panel until *System Shutdown wait 60 sec* displays on the LCD. **Power Off** displays on the LCD, then the autoloader shuts off.
6 Press the power button again to power on the autoloader. The IP address is changed.

To set a static IP address:
1 From the main menu, scroll to **Configuration**, and then press **Enter**.
2 From the **Configuration** menu, scroll to **Ethernet**, and then press **Enter**.
3 From the **Ethernet** submenu, scroll to **Set IP**, and then press **Enter**.
4 Scroll to **Static IP**, and then press **Enter**. The cursor automatically displays at the first digit.
5 At each position of the IP address, use the up and down arrows to change the value of each digit. Press **Enter** to advance the cursor to the next digit. When you have advanced through all of the digits of the IP address, the autoloader displays *Enter to save*.
6 Press **Enter**. The **Configuration** submenu displays and the static IP is now in effect. You do not need to reboot the autoloader.
7 Press **Escape** or **Enter** to return to the Ethernet submenu.

To set a subnet mask:
1 From the main menu, scroll to **Configuration**, and then press **Enter**.
2 From the **Configuration** menu, scroll to **Ethernet**, and then press **Enter**.
3 From the **Ethernet** submenu, scroll to **Set Subnet Mask**, and then press **Enter**.
4 At each position of the Subnet Mask address, use the up and down arrows to change the value of each digit. Press **Enter** to advance the cursor to the next digit.
When you have advanced through all of the digits of the subnet mask address, the autoloader displays *Enter to save*.
5 Press **Enter**. *New Subnet Mask xxx.xxx.xxx.xxx* displays on the LCD. You do not need to reboot the autoloader.
6 Press **Escape** or **Enter** to return to the Ethernet submenu.

To set the IP Gateway:
1 From the main menu, scroll to **Configuration**, and then press **Enter**.
2 From the **Configuration** menu, scroll to **Ethernet**, and then press **Enter**.
3 From the **Ethernet** submenu, scroll to **Set Gateway**, and then press **Enter**. The cursor automatically displays at the first digit.
4 At each position of the gateway address, use the up and down arrows to change the value of each digit. Press **Enter** to advance the cursor to the next digit. When you have advanced through all of the digits of the gateway address, the autoloader displays **Enter to save**.
5 Press **Enter**. *New Gateway is xxx.xxx.xxx.xxx* displays on the LCD. You do not need to reboot the autoloader.
6 Press **Escape** or **Enter** to return to the **Ethernet** submenu.