



Zafena POC-Workstation troubleshooting

1. verify that the workstation have internet network connection, look for:  or 
cable wireless
2. verify that the time and date is OK
3. verify that the workstation have connection to the journalsystem,
a second network icon is shown in case the workstation is unable to connect to the journalsystem.
The log should show EDI_HANDLER_CONNECTED “OK Server är ansluten!” when all is OK.

4. Zafena can instruct you to update the software. Scan ZAF-UPDATE and wait for the download to complete 100%, the workstation will restart automatically



5. →

5. To transfer the system log to Zafena for investigation then scan ZAF-TRANSFER-LOG
The log view will display
TRANSFER-LOG: done when it is complete



2. ↓

1. ↓

3. ↓



```
20211117 14:38:38 STATUS_PROCESSING TRANSFER-LOG: done
20211117 14:38:38 STATUS_PROCESSING 02:42:26:95:06:C820211171438_system.log
20211117 14:38:38 BARCODE ZAF-TRANSFER-LOG
* 20211117 14:33:40 EDI_HANDLER_DISCONNECTED FEL: servern är inte ansluten
20211117 14:33:25 EDI_HANDLER_DISCONNECTED FEL: servern är inte ansluten
* 20211117 10:21:59 EDI_HANDLER_CONNECTED OK Servern är ansluten!
20211117 10:21:58 EDI_HANDLER_CONNECTED OK Servern är ansluten!
* 20211117 10:21:58 EDI_HANDLER_DISCONNECTED FEL: servern är inte ansluten
20211117 10:21:43 EDI_HANDLER_DISCONNECTED FEL: servern är inte ansluten
* 20211117 10:20:40 EDI_HANDLER_CONNECTED OK Servern är ansluten!
20211117 10:20:40 EDI_HANDLER_CONNECTED OK Servern är ansluten!
20211117 10:20:38 IPP_UPDATE ipp is disabled
20211117 10:20:38 EDI_LOG MESSAGE 20211117 10:20 Europe/Stockholm
MAC: 02:42:26:95:06:C8 60:45:CB:72:EB:DE
IP: 172.17.0.1192.168.1.189
DNS: nameserver 127.0.0.53
analysis to go: 128352 ( 16670Mb)
20211117 10:20:37 EDI_HANDLER_LOOKING_FOR_SERVER Letar efter server...
20211117 10:20:37 IPP_UPDATE ipp is disabled
```