# 5DX Automated X-ray Inspection Software Internal Error Notification Tool

Application Note
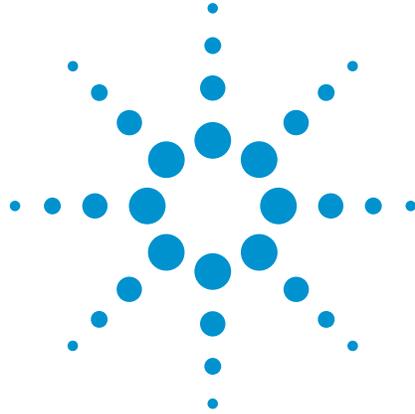
Introduction

This functionality was designed in order to promote ongoing software quality improvement for the 5DX Automated X-ray Inspection (AXI) system by sending vital information quickly and efficiently to the Agilent support team when a customer experiences a certain software internal error. When a software internal error occurs, this tool can be setup such that it emails the appropriate internal error information and customer information to the Agilent support personnel to minimize the customer involvement and provide the maximum amount of useful troubleshooting information. This application note describes the following:

- Initial installation
- Configuration changes
- Operation of the tool

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Initial Installation

The functionality is initially installed during the normal install shield process of both the 5DX system software as well as the Test Development Workstation (TDW) setup. Install shield provides the user the opportunity to provide data to be utilized in this functionality. Many customers typically leave this blank during the installation due to unavailability of the information needed. This is OK, as the user may change the configuration at a later point. This is described later.

Initial Installation Procedure
- Enter the name of the user and the company
- Enter the email address of the 5DX customer engineer. The email address is utilized so that the customer is copied with the same information as what is submitted to the Agilent support personnel.
- Enter the phone number of the user so that they can be called if the Agilent personnel require more information.
- Enter a valid SMTP server which can send the email from behind the customer firewall.
- **Note:** This server cannot be a typical Outlook server, but rather an SMTP type server. Consult with your local customer IT support if needed.
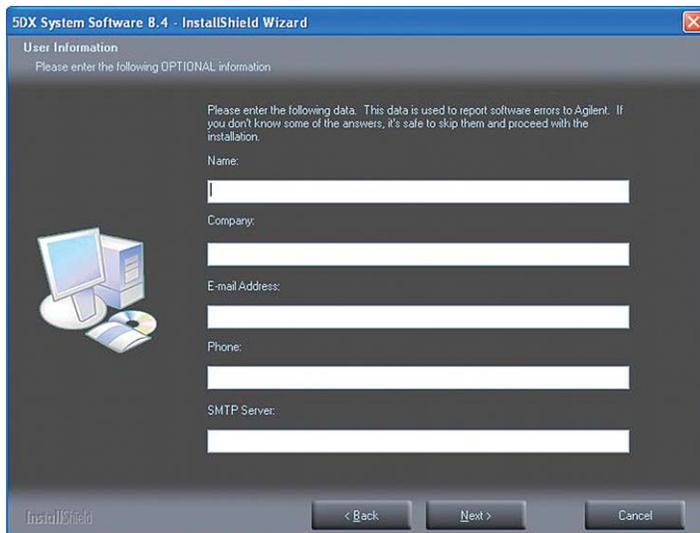
## Making Changes to the Configuration after Installation

In order to make manual changes to the configuration file after installation, the user must navigate to a specific text file to make modifications similar to those described in the previous step.

- Filename – ServerConfig.properties
- Path (typical) – c:\5DX\r84\config\properties

Once the user has navigated to the appropriate file and opened in a text editor such as Notepad, then make the following changes:

- customerCompanyName = the user's company name
- customerName = user's name
- customerEmailAddress = user's email address for purposes of being included in the email distribution for the software problem
- customerPhoneNumber = user's phone number for purposes of later contact if more information is needed
- smtpServer = SMTP server local to customer site which is not a typical Outlook server. Consult local IT support if needed

Operation of Software Issue Notification Tool

When the software generates an internal error, this can be captured fairly easily and sent to Agilent personnel for collection which will further be utilized for software quality improvement. This screen will be displayed when certain applicable software internal errors occur:
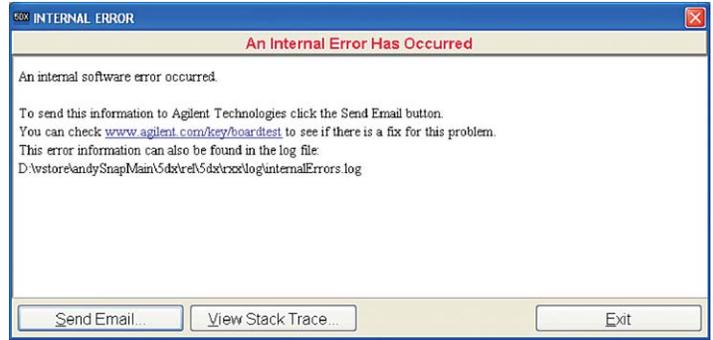
The user is then expected to select **Send Email** in order to pass the appropriate information to the Agilent support personnel. When this is selected, the following screen will appear.
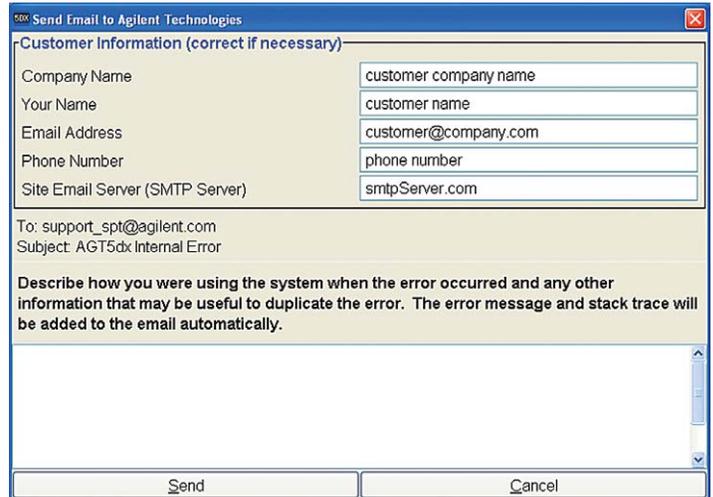
At this point, the user has the opportunity to enter the information manually, or if the configuration file has been updated, it automatically populates the fields accordingly. At this point, it is best to confirm the information at the top, and then enter any useful data points into the text field below the customer information to help with diagnosing the issue. In addition to the information supplied above, the following is an example of the **Error** and **Stack Trace** which is automatically included per the instructions:
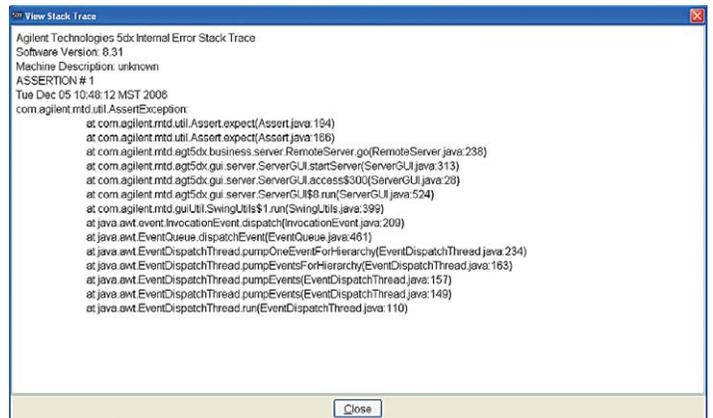
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