

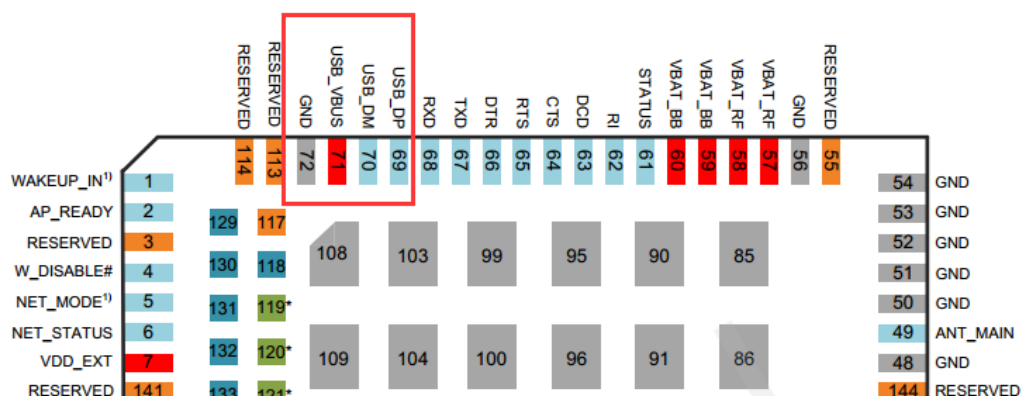
**User Guide on Capturing QwinLog of Quectel LTE & 5G module
(Qualcomm 4G& 5G Platform)**

Version:

Date: 2021/04/02



1. Connect the USB port (Take EC20 as an example) of the module to the Windows via jump wire (Jumping wire is necessary when there is no development board of Quectel)



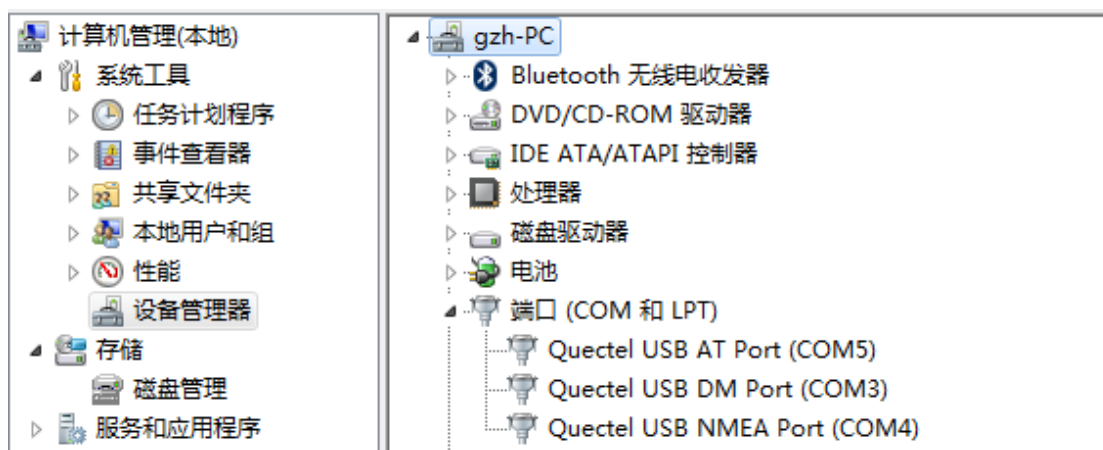
Contents: The USB_VBUS is connected to the red cable in USB

The USB_DM is connected to the white cable in USB

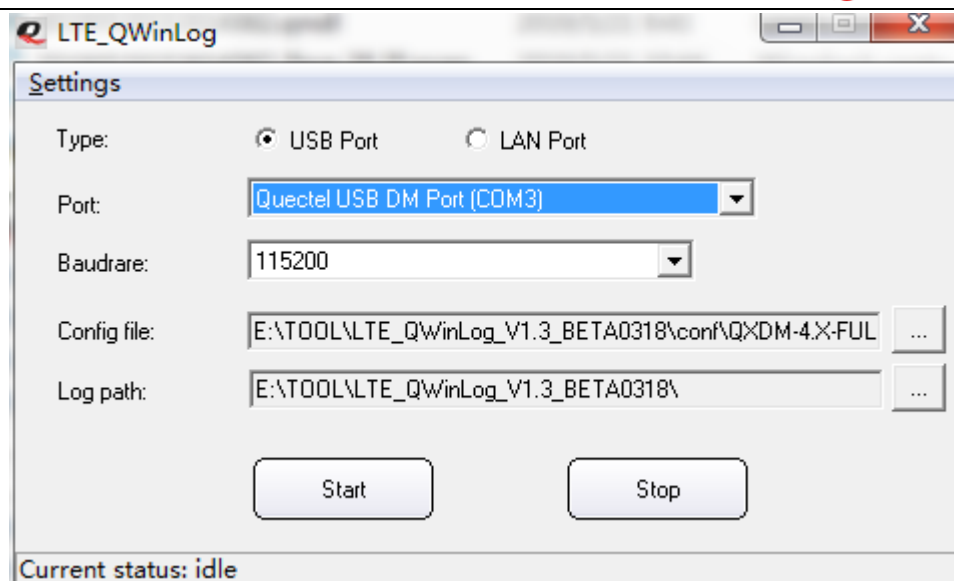
The USB_DP is connected to the green cable in USB

The GND is connected to the black cable in USB

2. Connect to Windows, install module driver in Windows. For more details, refer to <Quectel_LTE & 5G_Windows_USB_Driver_Vx.x>.
3. After the installation is successful, boot the module, you can view the following ports on the PC device manager.



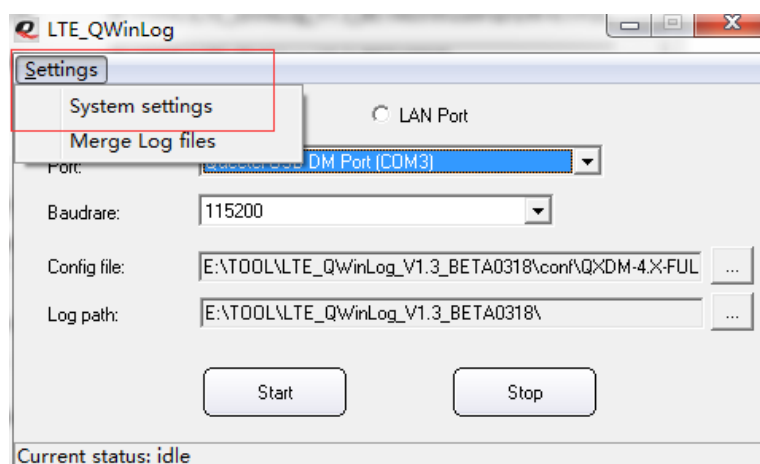
4. Later, open the tool on Windows: the latest version of *LTE_QWinLog*. Select the USB_DM port only and keep others remaining. For *Config file*, please solicit for the Quectel party.

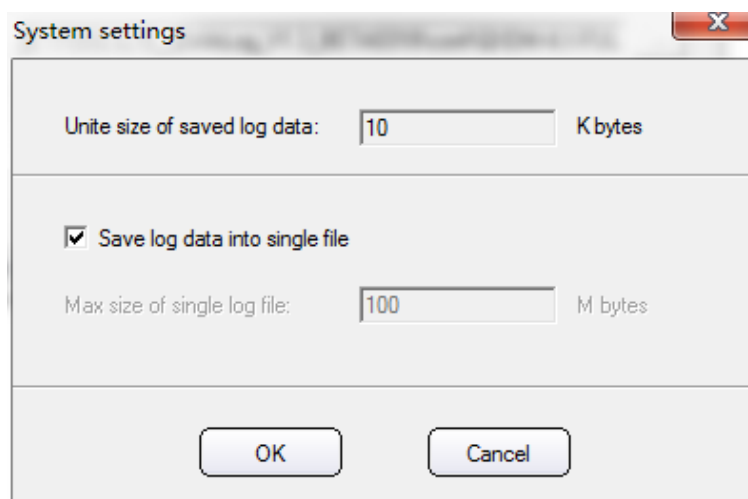


Note: If it is hard to reproduce the issue or an extraordinarily long time to capture log. In this situation, please erase the "✓" in *save log data into single file*, then configure the size of a new file.

- No tick to the *save log data into single file*, then multiply files will be generated in accordance with configured bytes.
- Tick to the *save log data into single file*, then generate a new file.

That means if it is configured as 100MB, A new file will be generated spontaneously when the size of the log file is up to 100MB, then start to generate next file.





5. Click the “start” to capture log, then the mcu starts to send command to module for dial-up.
6. After the issue reproduces, deliver the captured log file (*.bin/.qmdl*) to engineer of Quectel.

Note (**Required**) :

- 1) Before capturing the log, please add execution command-**AT+QCFG= “DBGCTL”,0** in mcu. If it is available to return “error” and “OK”, the “error” indicates that it has been opened by default, just ignore it.

When Confronting with network issues such as no access to network or failure to activate, click the “start” to execute.

AT+QCFG= “DBGCTL”,0

AT+CFUN=0

AT+CFUN=1

Above three commands can be sent by USB AT port or main serial port, then reproduce relevant issues.

- 2) After reproducing the issue, it is a must to last one more minute when capturing, taking into account the contexts.
- 3) Record the time at which the issue reproduces, and keep in mind that the time must be accurate to the second.
- 4) Name the issue when saving log.
- 5) Make sure the log is effective when capturing, check the size of log file, which should be with the quantity of above MB.