

## *Frequently Asked Questions*

**Title:** Utilities for troubleshooting

**Date:** March 2020

**Card/Board/Module:** Various M4K & M8K modules

**Operating System:** All

### **Question:**

Please tell me what utilities are available for troubleshooting.

### **Answer:**

1. **Showhex** Memory Display Utility: Select menu item File > Save All Modules to File, and save the file as a .txt file. Please send us this file. It contains the contents of memory at the moment you saved the contents.
2. new **demo\_information** program: We added / are adding a new demo program called demo\_information\_xxxx to each software tools release. It is incorporated into the installation software for the specific card, like all other demo programs. This demo program prints to a file the types of all modules on the card, and for each module of the specific protocol you are running, performs a call to Init\_Module\_xxx, to initialize the module. For each module that passes the initialization function, the program will print the module information (e.g., firmware revision, hardware revision) to a file.
3. **ExclaunchPad**: A general GUI program that gives information about each card in your machine, and the modules on the card(s).