SERVICE LETTER
920382-02

E-mailing files to Hans Jensen Lubricators

The following guide is designed to help you find and e-mail the different files needed to assist in debugging and troubleshooting.
The mentioned files will aid Hans Jensen Lubricators in understanding the ships current configuration and enable us to return with a specific answer to the ships query.

To complete this guide a USB-stick is needed to transfer files from the HJ Lubtronic or HJ Mechtronic PC to another pc with internet connection.

Note: This service letter is valid for HJ Lubtronic and HJ Mechtronic systems running software version 15.5.0 or newer.

Configuration files (HJL files)

The configuration-files hold all the values for the settings used on the system. The configuration is split into two files, the "hjlcfg.ini" and the "LastUpload.hjl2" file.

To find the files navigate to the of the folder "**C:\Project\MultiC\SW\PCP"**

To navigate to the desktop on the HJL PC in the engine control room, click on the "My Computer" icon.

In the "My computer" window, open the drive C, the drive can be named differently but will always end with "(C:)".

Open the folder name "project".

Open the folder named "SW".

Open the PCP folder. The PCP folder can be named differently on systems, often it is named PCPL or PCPM to identify HJ Lubtronic and HJ Mechtronic systems respectively, and the name can further more be augmented with the version number, as example a folder can be named "PCPM 15.5.0" but only one folder should exists on the path so identifying it should be straight forward.

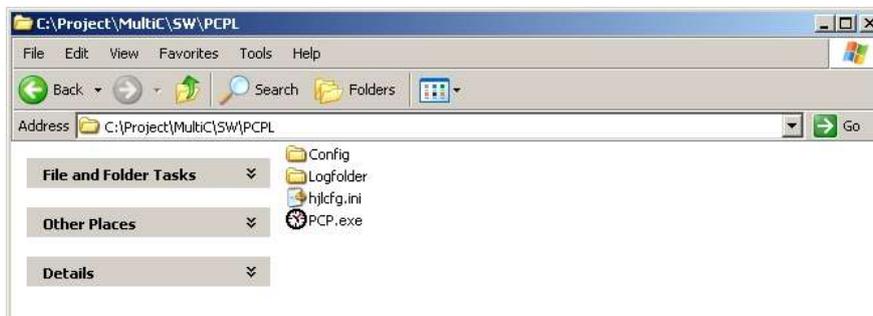The content of the PCP folder should look like the picture below:

Figure 1: The content in the PCP folder. More files can be located here, but the shown files are the minimum. The extensions of the filenames is not always shown, in that case the "hjlcfg.ini" file will just be named "hjlcfg"

The file needed is the "hjlcfg.ini" file and the content of the "Config" folder. The simplest way to make the files ready to send is to select both the hjlcfg.ini-file and "config" folder by holding down the "Ctrl" button on the keyboard and selecting them both. When both is selected, right click on one of them, select "Send to" and click on "Compressed (zipped) Folder".
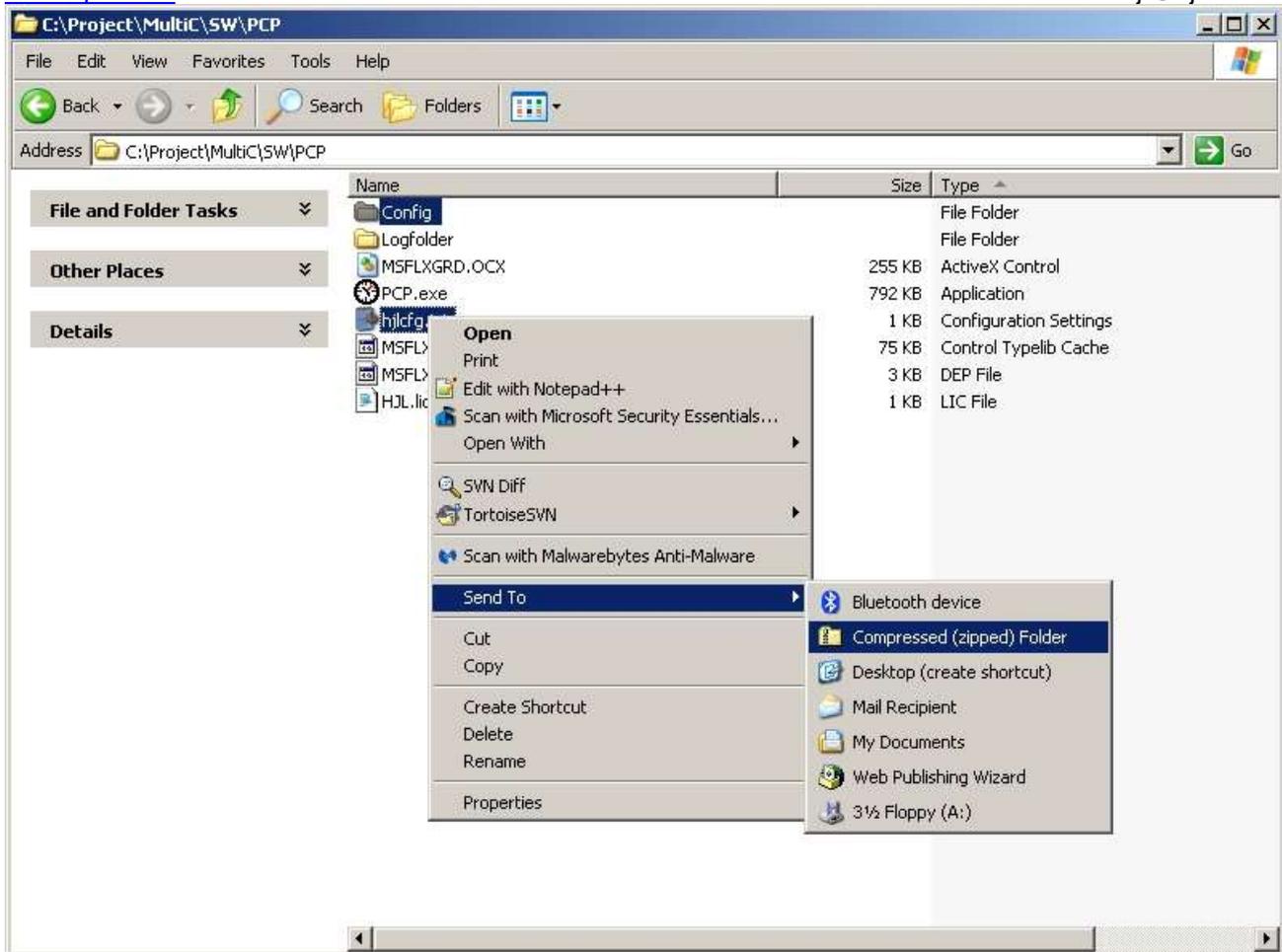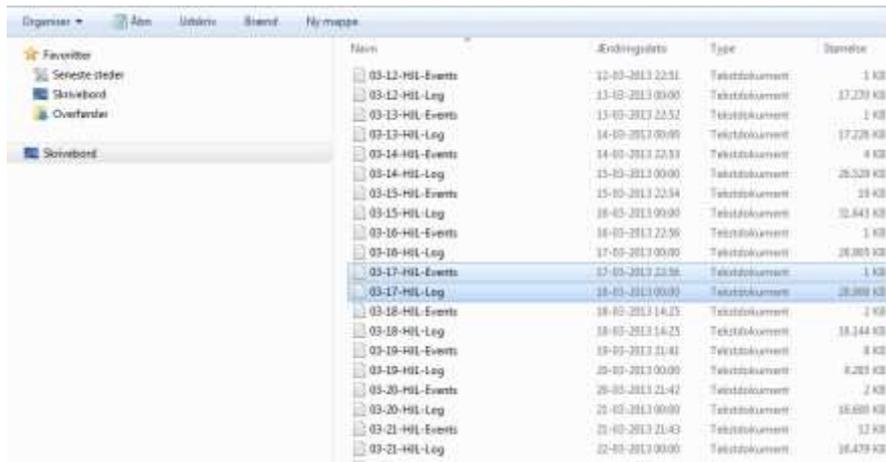
Figure 2

After this a new file will be made in the folder, either named "Config.zip" or "hjlcfg.zip" depending on the order the files was selected.

The new file is ready to be copied onto an USB stick and attached to an e mail for Hans Jensen Lubricators.

Log files (HJL files)

The log-files is default stored in the folder named "Logfolder" in the PCP folder. To locate the PCP folder, see the description above, on how to locate the configuration files.

Figure 3: There are minimum two types of files in the log folder, log and event files. The log files contain a detailed data loge from the system and the event files lists errors and events on the system in plain text.

The filenames start with the day they cover, "year-month-day" or just "Month-day" followed by the type.

The file types are:

Log: contains all data about the lubricators

CLO: Logged data from the Cylinder Lube Oil Pump (CLO pump), if one is installed and connected to the system.

Pump: Logs all data from the Hydraulic pump unit (HPU), if one is installed and connected to the system.

TFM: Log data from a system flow meter, if one is installed and connected to the system.

Events: Logged all events on the system not part of the usual operation.

Please locate and select the files you wish to email to Hans Jensen Lubricators and copy it to your USB stick. You can select multiple files by holding down the "Ctrl" button on the keyboard and click on the files with the mouse.

The files can be relative large, so they should be compressed before sending. This is done, as described above, by selecting all the files and right clicking on one of the file an selecting Send to" and clicking on Compressed(Zipped) folder.

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If the compressed file is too large for the email system (5MB is maximum for Hans Jensen lubricators or it can also be limited be the ships email system) a sample of the log files can be enough to debug an error.
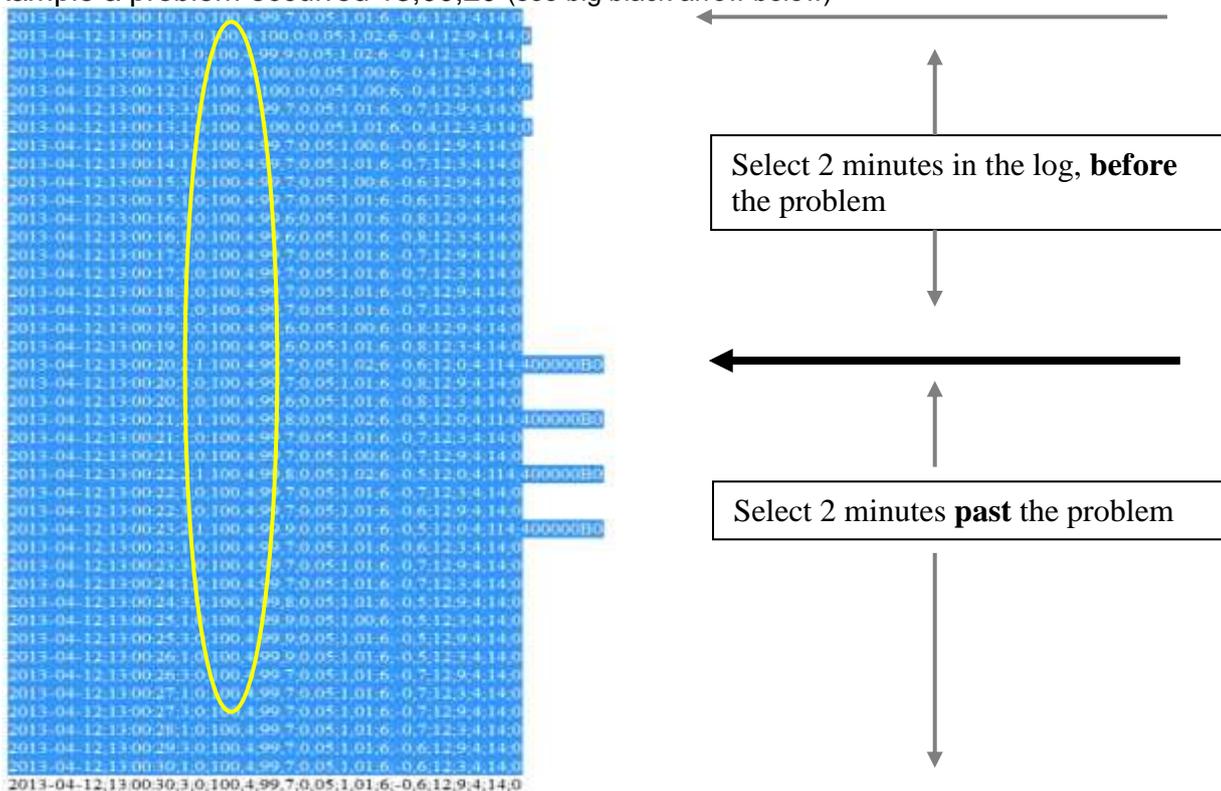
See below to get a description on how to make a sample of a log file.

Get a sample of a log file:
Double-click on the log-file and open it in the program "Notepad"

If the crew knows the exact time, where a given Alarm, Warning or Slowdown was given on the Lubtronic system, please scroll down in the log-file and locate the problem in the file.

In this example a problem occurred 13;00;20 (see big black arrow below)

Select 2 minutes in the log, **before** the problem

Select 2 minutes **past** the problem

Now please **select** and **copy** the text 2 minutes **before** the problem AND 2 minutes **past** the problem.

please "paste" the above mentioned text into a **new** textfile and save it on the USB-stick

Mailing the Files
At this point the following files should be copied to your USB-stick
i. A compressed folder containing the Config and hjlcfg files.

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     ii.   A compressed folder containing the log files and a test file containeing a sample of a log file.

If one or more files is not in a compressed folder it is recommended to add all files to an compressed folder before emailing.

Now please take the USB-stick and go to a computer with internet connection. Attach the files in an email and send it to the following address: hjl@hjlubri.dk