

RemoteConnect Support

Operating Instructions
Log Screen Guide

TABLE OF CONTENTS

1. Introduction

Overview	3
Functions	4
System Requirements	5
Recommended System Requirements	6
How to Read This Manual	7
Symbols	7
Disclaimer	7
Notes	7
Terminology	
Trademarks	9
2. Basic Operations of Optimal Remote	
Logging in to OPTiM ID	
Logging out from OPTiM ID	
Description of the OPTiM ID Menu	13
Displaying the Log Screen	
Description of the Web Screen	15
Specifying a Time Slot	
3. Checking Statistical Information	
Checking the Support Time	
Displaying the Total Support Time	
Displaying the Average Support Time	
Displaying the Support Time by Operator	
Checking the Number of Support Incidents	
Number of Support Incidents	
Displaying the Number of Support Incidents by Operator	
Checking the Ratio of Support Time	
Displaying the Ratio of Support Time for All Operators	
Displaying the Ratio by Operator	
Checking the Operation History	
Downloading a CSV File	27
4. Checking the Support Log	
Checking the Support Log	

5. Downloading a Support Log

Downloading a Support List Log	.31
Downloading the Details Log	.32

1. Introduction

Overview

Optimal Remote has [Log Screen].

At [Log Screen], you can check the statistical information such as the support time and number of support incidents, the support log, and other information.

Functions

Menu	Function name
Log screen	Support log statistics
	Support log viewing
	Support log download

System Requirements

Browser *1, *2	Internet Explorer 8
	Internet Explorer 9
	Firefox 4.X
Resolution	1024 × 768 or greater
Other	Connected to the Internet

*1 JavaScript and cookies enabled

*2 Flash Player installed

Recommended System Requirements

Browser *1 *2	Internet Explorer 9
Resolution	1280 × 1024 or greater
Other	Connected to the Internet

*1 JavaScript and cookies enabled

*2 Flash Player installed

How to Read This Manual

Symbols

This manual uses the following symbols:

• Note

[]

Indicates supplementary relevant information.

Indicates the names of the keys that appear on the computer screen.

Disclaimer

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this product, losses of documents or data, or the use or non-use of this product and operation manuals provided with it.

Make sure that you always copy or have backups of important documents or data. Documents or data might be erased due to your operational errors or malfunctions of the machine. Also, you are responsible for taking protective measures against computer viruses, worms, and other harmful software.

In no event will the manufacturer be responsible for any documents created by you using this product or any results from the data executed by you.

Notes

Some illustrations in this manual might be slightly different from the machine.

Contents of this manual are subject to change without prior notice.

Some functions explained in this manual do not work in this product.

Terminology

Optimal Remote

The name of this app.

Browser

Software to view the Internet. (For example, Internet Explorer or Firefox.)

П

Trademarks

Internet Explorer is a registered trademark of Microsoft Corp. in the United States and/or other countries.

The proper names of Internet Explorer 8 and 9 are as follows:

Windows[®] Internet Explorer[®] 8

Windows[®] Internet Explorer[®] 9

Firefox[®] is a registered trademark of the Mozilla Foundation.

Other product names used herein are for identification purposes only and might be trademarks of their respective companies. We disclaim any and all rights to those marks.

Microsoft product screen shots reprinted with permission from Microsoft Corporation.

1. Introduction

2. Basic Operations of Optimal Remote

Log in to OPTiM ID to use Optimal Remote.

Logging in to OPTiM ID

 Start the browser, enter the URL of the service-company site into the red box, and then press the [Enter] key.



2. Enter your user ID or e-mail address and password, and then click [Login].

• Note

- If you want to change the business code, click the button *^A*. When clicked, it changes to an entry field.
- It is not necessary to enter your user ID or password for 6 hours even if the [Stay logged in] check box is not selected. However, after logging out or closing the browser, you must enter the information again.
- If the [Stay logged in] check box is selected, you do not need to enter your user ID or
 password at the next login. (Entry of user ID or password is not necessary for 14 days. If 14
 days pass, you must enter the information again.)
 Furthermore, if you log out once, the automatic login function is no longer available.
- 3. Login is complete.

Logging out from OPTiM ID

1. Click [Logout].

	<u>م</u>	🗝 🖨 🔊 💽 OPTIM ID - Menu	×	- □ × A ★ A
OPTIM ID	enu			Logout
Admin				
Personal Settings				_
				_
	ver.1.2.6 ©2014 OPT	iiM Terms of service @ Privacy.pc	licya	*

DUN804

2. The login screen appears.

Description of the OPTiM ID Menu



OPTiM ID logo

When the logo is clicked, the screen changes to the [Menu] screen.

Login information

Displays the name and business name of the logged-in manager.

[Logout]

Click this button to log out.

Optimal Remote Mobile menu

[Log Screen] is displayed.

Admin menu

The OPTiM ID admin menu. For details, see the Management Site Administrator's Guide.

Displaying the Log Screen

1. From the OPTiM ID menu screen, click [Log Screen].

Note

- For the procedure to display the OPTiM ID menu screen, see page 11 "Logging in to OPTiM ID".
- 2. The Log screen is displayed.

Description of the Web Screen

Login information

Displays the name and business name of the logged-in manager.

[Menu]

Click to change to the OPTiM ID menu screen.

[Logout]

Click to log out of OPTiM ID.

Optimal Remote logo

Click to move to the top page of [Admin Screen] and [Log Screen].

Left menu

Displays [Log Screen] menu.

Specifying a Time Slot

You can register the target statistical information and log information by specifying a time slot.

1. Click 🔤 (Calendar) icon.

	and the state of the second	SerQ, unmainten	📢 Optimal Remote 🗙 🗎 🛧 🔅
	Logged in	as manager001 of Designed	Manu Logout
OPTIN	AL Rem	note	
Statistics Support Time	Login - S	Support History	
Total	Show the chan	age of Concurrent Login Count	an Concurrent Support Count in line graph (Collected every bour)
Average	bilon the chan	ige of concurrent cogin count	an concertent support count in the graph, (concerce every nour)
By operator			
Support Count	Time Period	: 2016/11/29 00:00	2016/12/30 00:00
Total	Show Clear	< November V 2016 V	•
By operator		22 24 25 26 27 28 2	
Support Time Rate		30 31 1 2 3 4 5	
Total		6 7 8 9 10 11 1	CSV Download
By operator		13 14 15 16 17 18 1	
Operation History		20 21 22 23 24 25 2	
Login - Support History		27 28 29 30 1 2 3	32
Log Information		2016/11/29 00: 0	
Support Log			-
Download			
Support Log List			
Support Detail Lon			

2. On the displayed calendar, specify the date and time you require, and then click [OK].

Note

- When you want to specify the current date and time, click [Now].
- It is not possible to display statistical information and log information data for a period of time longer than the last 3 months.
- You cannot specify an end date without specifying the start date when setting a time slot.
- Statistical information is collected every hour and statistical information for minutes and seconds is not counted.

3. Checking Statistical Information

Using the [Statistics] menu, you can check for each time slot how long operators spend for support and the number of the incidents operators provide support.

Note

- Statistical information data is collected every hour. Data collection starts on the hour with 0 minute and lasts for 1 hour (to 59 minutes and 59 seconds).
- As support time is the sum total of time spent for each support incident that starts within a time slot, even though the last support incident within a time slot ends after the time slot elapses, the sum total of time spent for all support incidents is calculated based on the time when each of the support incident starts.
- Also, as the number of support is the sum total of support incidents that start within a time slot, even though the last support incident within a time slot ends after the time slot elapses, the sum total of support incidents is calculated based on the time when each of the support incident starts.

Checking the Support Time

Displaying the Total Support Time

A line graph shows the total support time for all operators.

This line graph makes it possible to compare lengths of time spent in supporting users for each time slot.

1. Open the Log screen. Under [Support Time] on the left, click [Total].

Specify the time period you want to display, and then click [Show].



(A) The total number of support incidents and the total support time in the specified time period are displayed.

(B) A line graph shows the total support time for all operators.

Horizontal axis: date

Vertical axis: support time

🕹 Note

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the total support time for each time slot by moving the mouse over the lines of the graph.

Displaying the Average Support Time

A line graph shows the average support time for all operators.

To calculate the average time, divide the total support time by the number of support incidents.

Displaying the average time for each time slot on a line graph, you can compare time slots to identify which time slot is busy.

1. Open the Log screen. Under the [Support Time] menu on the left, click [Average]. Configure the time period you want to display, and then click [Show].

	(A)	
0		- 0 ×
	roopsphiltings (severelises associations) i 👻 🚔 🖉 🛞 Optimal Remote 🛛 🗙	⊕ ★ ⊕
	Logged in as manager001 of	Menu Logout
OPTIM	MAL Remote	
Statistics		
Support Time	Average Support Tim	
2-5	Chan Average Council Time (Take Council Time (Council Council) in line work (Collected even how	
Average	Show Average Support time (Total Support Time/Support County in line graph. (Collected every nour	,
Support Count	Period : 2016/11/29 00:00 🗐 ~ 2016/12/30 00:00 🗐	
Total	Show ear	
By operator		
Support Time Rate		
Total	Total Support Count:23 times (Tola Support Time: 7hour 17min 12sec) CSV Download	
By operator	Average Support Time	
Operation History	- Support Time	
Login - Support	2hour 28min	
History	anour Jamin*	
I Tofounation	1hour 43min-	
Current Les	1hour 29min	
Support Log	1hour 14min-	
Download	Ohour 44min	
Support Log List	Ohour 29min-	
Support Detail Log	Ohour 14min	
	Ohour Comin e , , , , , , , , , , , , , , , , , , ,	
	the star was the star star star star star star star star	
	Sr 4, 4, 6, 5, 5, 5, 5, 6, 6, 6, 6, 6,	
	Copyright 2015 OPTIM Corporation.	×
		DU

(A) The total number of support incidents and the total support time in the specified time period are displayed.

(B) The average time, calculated by dividing the total support time by the number of support incidents, is displayed as a line graph.

Horizontal axis: date

Vertical axis: support time

🕗 Note

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the average support time for each time slot by moving the mouse over the lines of the graph.

Displaying the Support Time by Operator

A line graph shows the support time spent for a specified operator.

Displaying the support hours for a specified operator for each time slot, you can compare operation status and the average time for the time slot.

1. Open the Log screen. Under the [Support Time] menu on the left, click [By operator].

Configure the time period you want to display, and then click [Show].

Only items that match the operator ID are displayed.



(A) The total number of support incidents and the total support time in the specified time period are displayed.

(B) The total support time for a specified operator is displayed as a line graph.

Horizontal axis: date

Vertical axis: support time

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the total support time for each time slot for a specified operator by moving the mouse over the lines of the graph.

Checking the Number of Support Incidents

Number of Support Incidents

The number of support incidents of all operators can be displayed as a line graph.

Displaying the number of support for each time slot on a line graph, you can compare time slots to identify which time slot is busy.

1. Open the Log screen. Under the [Support Count] menu on the left, click [Total].

Configure the time period you want to display, and then click [Show].



(A) The total number of support incidents and the total support time in the specified time period are displayed.

(B) The total number of support incidents for all operators is displayed as a line graph.

Horizontal axis: date

Vertical axis: support time

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the total support time for each time slot by moving the mouse over the lines of the graph.

Displaying the Number of Support Incidents by Operator

The number of support incidents of a specified operator can be displayed as a line graph.

Displaying on a line graph the number of support for each time slot for a specified operator, you can identify the operation status of the operator or compare it with the operation statuses of other operators.

1. Open the Log screen. Under the [Support Count] menu on the left, click [By operator]. Configure the time period you want to display, and then click [Show].

Only items that match the operator ID are displayed.

	(A)	
		- 0 - X -
(-) (-) (-) (-) (-) (-) (-) (-) (-) (-)	l → 🚔 Ĉ 🔮 Optimal Remote 🛛 🗙	合 🛧 🛱
(Automatic)) and any of the	Logged in as manager001 of	Manu Logout
OPTIM	MAL Remote	Menu Logout
Statistics	Support Time Bate by Operator	~
Support Time	Support Time Rate by Operator	
- Court	Show Support Time Rate for selec d operator in pie chart.	
By operator		
S S S S S S S S S S S S S S S S S S S	Time Period : 2016/11/29 00:00	
Total		
By operator		
Support Time Rate	Snow ear	
Total		
By operator	Total Support Count:23 times (Total Support Time: 7hour 17min 12sec) CSV Download	
Operation History	Support Count by Operator	
History	- Support Count	
	2 miles	
Log Information	4 times-	
Support Log	3 times -	
Download		
Support Log List	2 times-	(L
Support Detail Log	1 times	
	0 times 3	
	and a contraction of the second	~
	Copyright 2015 OPTIM Corporation.	> ~
		DUN7

(A) The total number of support incidents and the total support time in the specified time period are displayed.

(B) The total support time of a specified operator is displayed as a line graph.

Horizontal axis: date

Vertical axis: support time

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the total support time for each time slot by moving the mouse over the lines of the graph.

Checking the Ratio of Support Time

Displaying the Ratio of Support Time for All Operators

The ratio of support time for all operators can be displayed as a pie chart.

1. Open the Log screen. Under the [Support Time Rate] menu on the left, click [Total].

Configure the time period you want to display, and then click [Show].



(A) The total number of support incidents and the total support time in the specified time period are displayed.

(B) The ratio of support time is displayed as a pie chart. Ratios for the following items are displayed:

0 minute to 10 minutes / 10 minutes to 20 minutes / 20 minutes to 30 minutes / 30 minutes to 40 minutes / 40 minutes to 50 minutes / 50 minutes to 60 minutes / 60 minutes or more



- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the number of support incidents and percentages by item by moving the mouse over the pie chart.
 - Number of support incidents by item
 - Total number of support incidents

 Percentage after dividing the number of support incidents by item by the total number of support incidents

Displaying the Ratio by Operator

The ratio of support time for a specified operator can be displayed as a pie chart.

 Open the Log screen. Under the [Support Time Rate] menu on the left, click [By operator]. Configure the time period you want to display, and then click [Show].
 Only items that match the operator ID are displayed.

	(A) I		
			_ 0 ×
) 🗸 🖨 🖒 🎯 Optimal Remote	×	
automatic biometry by	Logged in as manager001 of		Menu Logout
C OPTIN	MAL Remote		Tent Esgon
Statistics			
Support Time	Support Time Rate by Operator		
Total	Show Support Time Rate for selec d operator in pie chart.		
By operator			
Total	Time Period : 2010/11/29 00:00		
Ry operator	operator001		
Support Time Rate	Show ear		
Total		-	
By operator	Total Support Count:23 times (Total Support Time: 7hour 17min 12se	cSV Download	
Operation History	Support Time Rate by Operator		
Login - Support			
History			
Log Information	Over 60 minutes in		
Support Log	50 to 60 minutes		
	40 to 50 minutes		
Download	30 to 40 minutes		
Support Log List	20 to 30 minutes		
Support Detail Log	10 to 20 minutes		
	- 0 to 10 minute	es	
			~
	<		> ~
	Convright 2015 OPTIM Corporation		

(A) The total number of support incidents and the total support time in the specified time period are displayed.

(B) The ratio of support time is displayed as pie chart. The ratio is displayed by the following items.

0 minutes to 10 minutes / 10 minutes to 20 minutes / 20 minutes to 30 minutes / 30 minutes to 40 minutes / 40 minutes to 50 minutes / 50 minutes to 60 minutes / 60 minutes or more

🕹 Note

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the number of support incidents and ratios by item by moving the mouse over the pie chart.
 - Number of support incidents by item
 - Total number of support incidents

• Ratio after the number of support incidents by item is divided by the total number of support incidents

Checking the Operation History

The number of simultaneous logins, support incidents, and operation rates of operators can be displayed as a line graph.

The number of logins displayed as a line graph is counted for each time slot. If an operator logs in several times in a specified time slot, the login count for the operator for the time slot is 1.

The number of support incidents displayed as a line graph is counted for each time slot. The number of support provided for support incidents in the time slot is counted.

You can display the operation rate using percentages by dividing the number of support incidents in a time slot by the number of logins.

1. Open the Log screen. Under [Operation History], click [Login Support History]. Configure the time period you want to display, and then click [Show].



Note

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the number of simultaneous logins, support incidents, and the operation rate for each time slot by moving the mouse over each line of the graph. Furthermore, you can display on a line graph the operation history for 1 hour at the longest by specifying a period of time to collect data.

Downloading a CSV File

You can download statistical information data as a CSV file.

1. Click [Download CSV File] on the statistical information screen.

	🔎 Optimal Remote 🛛 🖉	令大臣
(Logged in as manager001 of	Menu Logout 🔨
OPTIN	MAL Remote	
Statistics Support Time	Support Count Total	
Total	- Chan Tabel Coursest Course of all according in line much (Collected succession)	
Average	show rotal support count of all operators in line graph. (collected every hour)	
By operator		
Support Count	Time Period : 2016/11/29 00:00	
Total	Show Clear	
By operator		
Support Time Rate		
Total	Total Support Count:23 times (Total Support Time: 7hour 17min 12sec)	
By operator	Total Support Time	
Operation History	- Support Time - Windows - Mac - Android - iOS	
Login - Support History	2hour 28min	
Log Information	1hour 43min-	
Support Log	Inour 29min Inour 14min Dhur Semin	
Download	Ohour 44min-	
Support Log List	Ohour 29min-	
Support Detail Log	Over 1 mm	

2. Click [Open] or [Save].

Note

• If Microsoft Excel is installed, the output file is displayed as a Microsoft Excel file.

3. Checking Statistical Information

4. Checking the Support Log

Using the [Log Information] menu, you can check the support log of each operator.

Depending on when to check a support log, it may not be displayed even when support provided for a support incident is completed.

A support log is registered to the server every 10 minutes. Therefore, a support log for a support incident an operator's support is provided for may not be displayed unless 10 minutes elapse.

Furthermore, data is not completely logged if, for example, the operator or client software crashes while support is provided. To prevent this, data logging is "completed" at regular intervals.

While support is being provided, notifications for the support being provided are sent from the operator tool to the server every 10 minutes. If there has been no notification for 30 minutes or longer, data logging is forcibly ended. As this process is carried out every 10 minutes, data logging ends with delays of 50 minutes at most. (30 minutes + forced completion of data logging every 10 minutes + registering logs to the server every 10 minutes)

If data logging is forcibly completed, support completion time for data logging is the time of the last notification for the support being provided. Therefore, logged support time may be shorter than actual support time.

Checking the Support Log

Items displayed in the support log are Case No, support start/completion time, support time, connection number, corresponding operator, and customer operating system.

1. Open the Log screen. Under [Log Information], click [Support Log]. Configure the time period you want to display, and then click [Show].

The support log list is displayed.

upport Time	Support	Log							
lotal	View detail infr	ormation of sup	oport.						
By operator									
Support Count	Time Period	2016/11/29 0	0:00 📰 .	2016/12/30 0	0:00				
Total	- 10	operator001				_			
By operator		operation							
Support Time Rate									
Total	23 result(s) found.								
By operator	Case No Suppo	rt Starled at	Support Disconnected at	Support Time	Receipt Numb	er Operator	Cuetomer O8	Secolon name	
Login - Support	003041084 2016/	12/28 17:35:12	2016/12/28 17:53:12	18 min 00 sec	0327	operator001 [operator001]	Windows 7 Professional x64 Edition Service Pack 1		Show
History	003040858 2016/	12/28 16:44:55	2016/12/28 17:13:37	28 min 42 sec	5192	operator001 [operator001]	Windows 7 Professional x64 Edition Service Pack 1		Show
	003040695 2016/	12/25 16:09:55	2016/12/25 16:31:06	21 min 10 sec	9323	operator001 [operator001]	Mac OS X		Show
Support Log	003040195 2016/	12/28 14:24:55	2016/12/28 14:27:15	2 min 20 sec	3134	operator001 [operator001]	Andreid 5.0.1 (LRX22C)		Show
	003039445 2016/	12/28 11:29:40	2016/12/28 11:30:12	0 min 32 sec	1717	operator001 (operator001)	Android 5.0.1 (LRX22C)		Show
Support Log List	003024358 2016	12/22 23:10:52	2016/12/22 23:15:02	4 min 10 sec	4540	operator001 [operator001]	Mac OS X		Show
Support Detail Log	003024352 2016/	12/22 22:33:49	2016/12/22 22:34:58	1 min 09 sec	7922	operator001 (operator001)	Windows 7 Professional x64 Edition Service Pack 1		Show
	003024227 2016/	12/22 20:03:19	2016/12/22 22:31:36	148 min 17 sec	3456	operator001 [operator001]	Windows 7 Professional x64 Edition Service Pack 1		Show
	003023892 2016/	12/22 17:58:46	2016/12/22 19:35:14	96 min 28 sec	5506	operator001 [operator001]	Windows 10 Pro, 32-bit		Show
	003023582 2016/	12/22 16:58:57	2016/12/22 17:05:45	6 min 51 sec	5561	operator001 [operator001]	Windows 10 Pro, 32-bit		Show
	003023555 2016	12/22 16:54:04	2016/12/22 16:56:25	2 min 21 sec	4531	operator001 [operator001]	Windows 10 Pro. 32-bit		Show
	003023409 2016	12/22 16:31:45	2016/12/22 16:40:59	9 min 14 sec	0759	operator001 (operator001)	Windows 10 Pro. 32-bit		Show
	003023129 2016	12/22 15:40:52	2016/12/22 16:26:38	45 min 46 sec	2085	operator001 [operator0011	Windows 10 Pro, 32-bit		Show
	003020665 2016	12/21 18-37-41	2016/12/21 19-28-20	50 min 39 mm	9584	overstor001 (overstor001)	Mar 05 X		Stow
	003020627 2016	12/21 18-27-13	2016/12/21 18-27-13	0 min 00 mer	5610	operator001 (operator001)	Mar OS X		Store
	000000000 2010		2010/12/21 10.27.13	o man co sec		oberarrisons [oberarrisons]	File Col A		

Vote

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- 2. Click [Show] on the right side of the support log list.

The Details screen is displayed.

Roughly categorized, support information, customer device information, and operation log are displayed as detailed information. For some support logs, the operation log and customer device information may not be displayed.

• Customer device information

Click to display the customer device information.

• Escalation

If an escalation (transfer) operation is performed while support is remotely provided, the Case No. corresponding to the transfer source / transfer destination is displayed. For example, when a transfer operation is performed from Case No. 01 to Case No. 02, Case No. 02 is displayed at [Transfer Destination] of Case No. 01. Conversely, Case No. 01 is displayed in [Transfer Source] of Case No. 02.

• Operation log

Click to display the operation log.

Remote operation

If you click this link while [Remote operation] is displayed in the operation log, the click log is displayed.

5. Downloading a Support Log

Using the [Download] menu, you can download the operator support list log as a CSV file and the support details log as an XML file.

Downloading a Support List Log

You can download a daily list of the following items for each support incident as a CSV file: Case No., support start/completion time, support time, connection number, corresponding operator, and customer operating system.

(4120-01000))) binnengy(5 to	Logged in as manager001 of	ational)) Energy Energy	Menu Logout	
OPTIN	MAL Remote			
Statistics Support Time	Support Log List		^	
Total Average	Download Support Log List by day as a CSV file			
By operator	Log for 2016/09	L og for 2016(10(0KB)	L og for 2016/11	
Total	209101201000		Logior 2010/11	
Total	Log on 01 (Thu)	Log on 01 (Sat)	Log on 01 (Tue)	
By operator	Log on 02 (Fri)	Log on 02 (Sun)	Log on 02 (Wed)	
Support Time Rate	Log on 03 (Sat)	Log on 03 (Mon)	Log on 03 (Thu)	
Total	Log on 04 (Sun)	Log on 04 (Tue)	Log on 04 (Fri)	
By operator	Log on 05 (Mon)	Log on 05 (Wed)	Log on 05 (Sat)	
Operation History	Log on 06 (Tue)	Log on 06 (Thu)	Log on 06 (Sun)	
Login - Support History	Log on 07 (Wed)	Log on 07 (Fri)	Log on 07 (Mon)	
	Log on 08 (Thu)	Log on 08 (Sat)	Log on 08 (Tue)	
og Information	Log on 09 (Fri)	Log on 09 (Sun)	Log on 09 (Wed)	
Support Log	Log on 10 (Sat)	Log on 10 (Mon)	Log on 10 (Thu)	
	Log on 11 (Sun)	Log on 11 (Tue)	Log on 11 (Fri)	
	Log on 12 (Mon)	Log on 12 (Wed)	Log on 12 (Sat)	
Support Log List	Log on 13 (Tue)	Log on 13 (Thu)	Log on 13 (Sun)	
	Log on 14 (Wed)	Log on 14 (Fri)	Log on 14 (Mon)	
	Log on 15 (Thu)	Log on 15 (Sat)	Log on 15 (Tue)	
	Log on 16 (Fri)	Log on 16 (Sun)	Log on 16 (Wed)	
	Log on 17 (Sat)	Log on 17 (Mon)	Log on 17 (Thu)	
	1 +0 (0)	1 +0 (T)	1 + O (E-1)	

1. Open the Log screen. Under [Download] on the left, click [Support Log List].

DUN740

When you want to download a log file for one-month data

Click the month you want to download.

When you want to download a log file for one-day data

Click the day you want to download.

• Note

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- Grayed-out log data cannot be downloaded because there is no support log for it.
- Depending on when to download logs, log data in downloaded CSV and XML files may not be generated even when support provided for a support incident is completed.
 CSV and XML files are generated at 4:30 a.m. every day when support data for the previous day is collected. For example, if support is provided over two days, CSV and XML files are not generated at 4:30 a.m.

Downloading the Details Log

You can download detailed logs in a compressed XML file for one day or month for each support incident.

1. Open the Log screen. Under [Download] on the left, click [Support Detail Log].

OPTIN	MAL Remote		Menu Logout		
Statistics Support Time	Support Detail Log		^		
Total Average	Download each Support Detail Log (XML file) compressed in a ZIP file				
By operator Support Count	Log for 2016/09	Log for 2016/10(0KB)	Log for 2016/11		
Total			Las as Of (Tas)		
By operator	Log on 01 (Thu)	Log on 01 (Sat)	Log on 01 (Tue)		
Support Time Rate			Log on 02 (Wed)		
Total	Log on 03 (Sat)	Log on 03 (Mon)	Log on 03 (Thu)		
By operator	Log on 04 (Sun)	Log on 04 (Tue)	Log on 04 (Fr)		
Operation History	Log on OS (Mon)	Log on OS (Wed)	Log on 05 (Sac)		
Login - Support History	Log on 06 (Tue)	Log on 06 (Thu)	Log on 06 (Sun)		
	Log on 07 (Wed)		Log on 07 (Non)		
og Information	Log on 08 (Thu)	Log on US (Sat)	Log on 08 (Tue)		
Support Log		Log on 09 (Sun)	Log on b9 (Wed)		
	Log on 10 (Sat)	Log on 10 (Pion)	Log on 10 (Tru)		
Download	Log on 11 (Sull)	Log on 12 (Wed)	Log on 12 (Cot)		
	Log on 12 (Hon)	Log on 12 (Wed)	Log on 12 (Sat)		
Support Detail Log	Log on 13 (rue)	Log on 15 (Trid)	Log on 14 (Man)		
`'	Log on 15 (Thu)	Log on 15 (Sat)	Log on 15 (Tue)		
	Log on 16 (Fri)	Log on 16 (Sup)	Log on 16 (Wed)		
	Log on 17 (Fat)	Log on 17 (Mon)	Log on 17 (Thu)		
	Log on 17 (Sat)	Log on 17 (Hoff)	Log on 17 (mu)		

When you want to download a log file for one-month data

Click the month you want to download.

When you want to download a 1-day log

Click the day you want to download.

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- Grayed-out log data cannot be downloaded because there is no support log for it.
- Depending on when to download logs, log data in downloaded CSV and XML files may not be generated even when support provided for a support incident is completed.
 CSV and XML files are generated at 4:30 a.m. every day when support data for the previous day is collected. For example, if support is provided over two days, CSV and XML files are not generated at 4:30 a.m.