

How to create a log file

1. Open the PowerTerm session in disconnect mode.
If the session connects automatically, disconnect.
2. Press Ctrl+Shift+S and then Ctrl+Shift+K.
3. Press Ctrl+Shift+T.

Press key combination	Appears on the Status bar
ctrl+shift+s	"capture.log with send"
ctrl+shift+k	"capture.log with send with keys"
ctrl+shift+t	"tcpip.log"

4. Connect to the host and recreate the problem.
5. As soon as the problem has been identified, press Ctrl+Shift+S and Ctrl+Shift+T.

Press key combination	Appears on the Status bar
ctrl+shift+s	"capture file end"
ctrl+shift+t	"tcpip.log end"

6. Open your PowerTerm directory and email us the following files:

capture.log
tcpip.log

Setup files: *.pts, *.ptk, *.ptp, *.ptc, ptcomm.ini

Any script files being used: *.psl