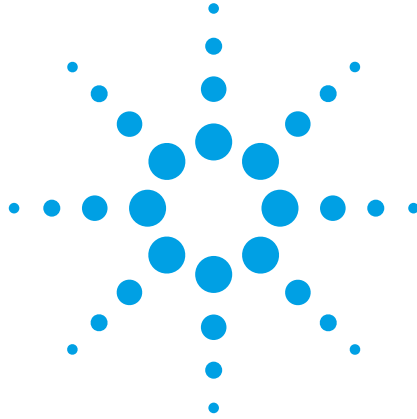


x6000 Automated X-ray Inspection Software Internal Error Notification Tool

Application Note 1594



Introduction

This functionality was designed in order to promote ongoing software quality improvement for our next generation x6000 Automated X-ray Inspection (AXI) system by sending vital information quickly and efficiently to the Agilent support team when a customer experiences a certain software internal error. When a software internal error occurs, this tool can be setup such that it emails the appropriate internal error information and customer information to the Agilent support personnel to minimize the customer involvement and provide the maximum amount of useful troubleshooting information. This application note describes the following:

- Setup of the tool
- Operation of the tool



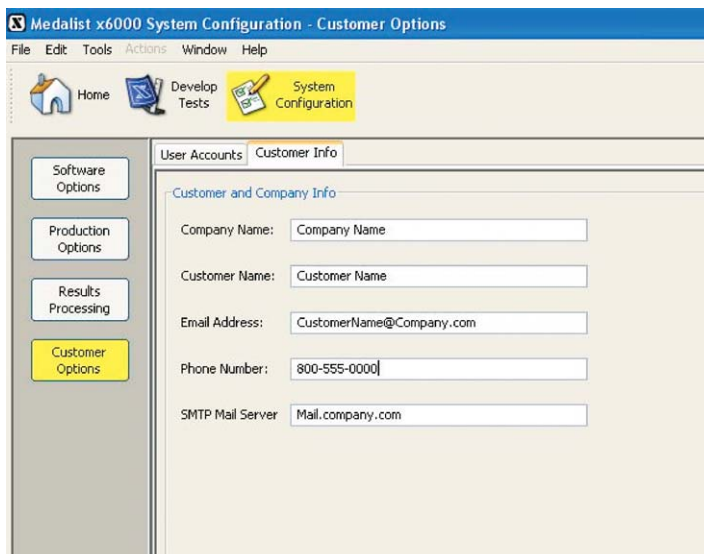
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Setup of the Tool

The functionality is built into both the x6000 system software as well as the Test Development Station (TDS) software. Prior to setup, you will need to supply an internet connection to the x6000.

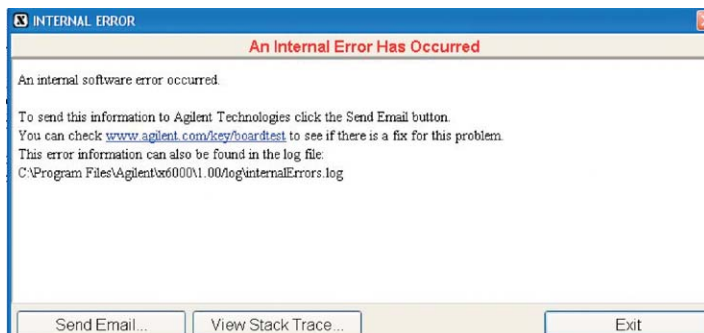
To setup this tool,

- In the x6000 software, log in as the Administrator.
- Go to the System Configuration environment.
- Click on the Customer Options button, then select the Customer Info tab.
- At this interface, enter:
 - Enter the name of the user and the company.
 - Enter the email address of the x6000 customer engineer. The email address is utilized so that the customer is copied with the same information as what is submitted to the Agilent support personnel.
 - Enter the phone number of the user so that they can be called if the Agilent personnel require more information.
 - Enter a valid SMTP server which can send the email from behind the customer firewall.



Operation of Software Issue Notification Tool

When the software generates an internal error, this can be captured fairly easily and sent to Agilent personnel for collection which will further be utilized for software quality improvement. This screen will be displaced when certain applicable software internal errors occur. The user should select **Send Email** in order to pass the appropriate information to Agilent support personnel:



When the user selects **Send Email**, the following screen will appear.

Send Email to Agilent Technologies

Customer Information (correct if necessary)

Company Name	Company Name
Your Name	Customer Name
Email Address	CustomerName@Company.com
Phone Number	800-555-0000
Site Email Server (SMTP Server)	Mail.company.com

To: support_spt@agilent.com
Subject: Agilent x6000 Internal Error

Describe how you were using the system when the error occurred and any other information that may be useful to duplicate the error. The error message and stack trace will be added to the email automatically.

Send Cancel

At this point, the user has the opportunity to enter the information manually, or if the configuration file has been updated, it automatically populates the fields accordingly. At this point, it is best to confirm the information at the top, and then enter any useful data points into the text field below the customer information to help with diagnosing the issue. In addition to the information supplied above, the following is an example of the **Error** and **Stack Trace** which is automatically included per the instructions:

View Stack Trace

```
Agilent Technologies x6000 Internal Error Stack Trace
Software Version: 1.00 (Built 04/29/07 at 22:51:56)
Machine Description: TDW
Fri May 04 10:27:08 CDT 2007
com.agilent.util.ar:
    at com.agilent.util.Assert.expect(SourceFile:200)
    at com.agilent.util.Assert.expect(SourceFile:164)
    at t.g.if(SourceFile:627)
    at ab.w.a(SourceFile:130)
    at ab.w.a(SourceFile:241)
    at g.a1$10.run(SourceFile:842)
    at com.agilent.util.bz.run(SourceFile:313)
```



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	*0.14€/minute
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Netherlands	31 (0) 20 547 2111
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Sweden	0200-88 22 55
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