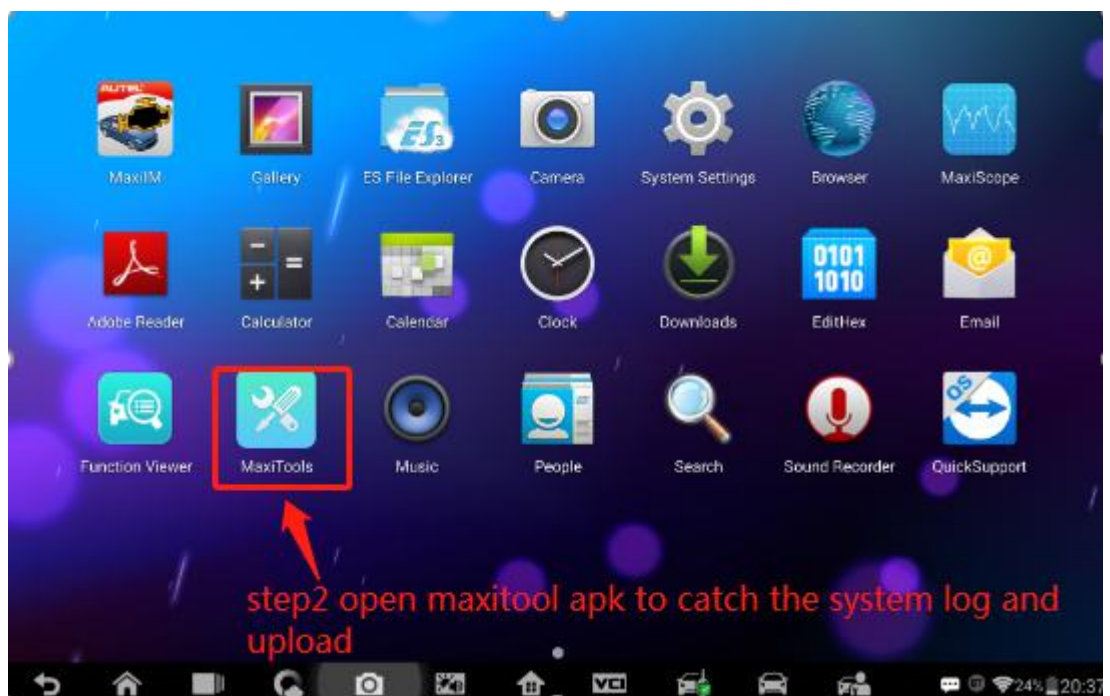
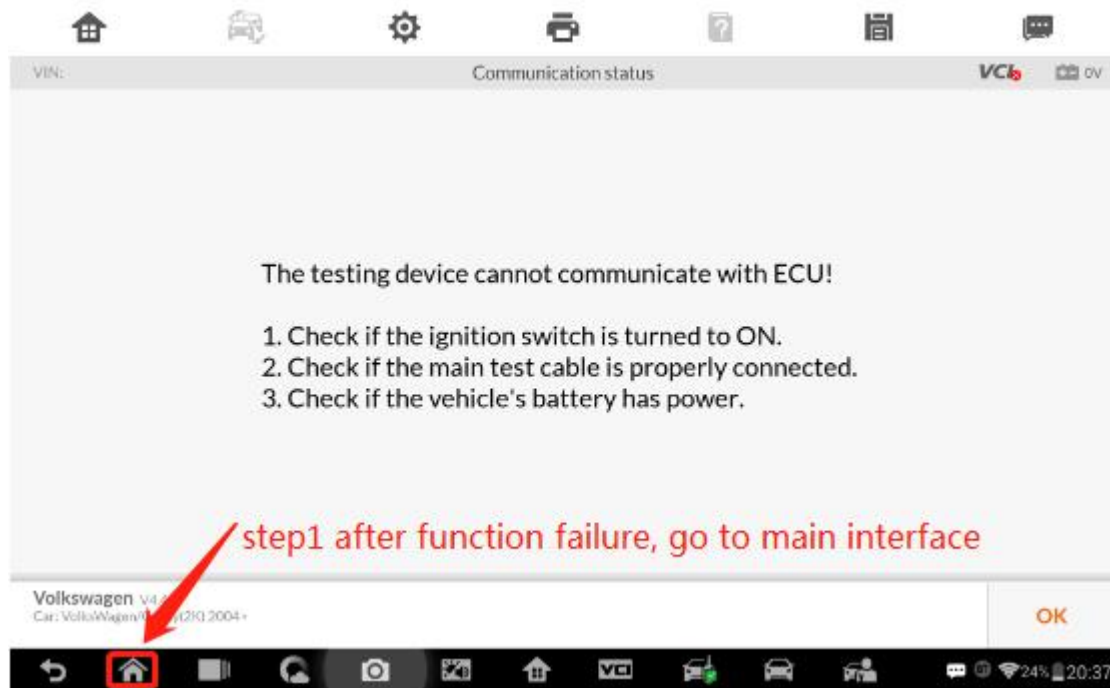
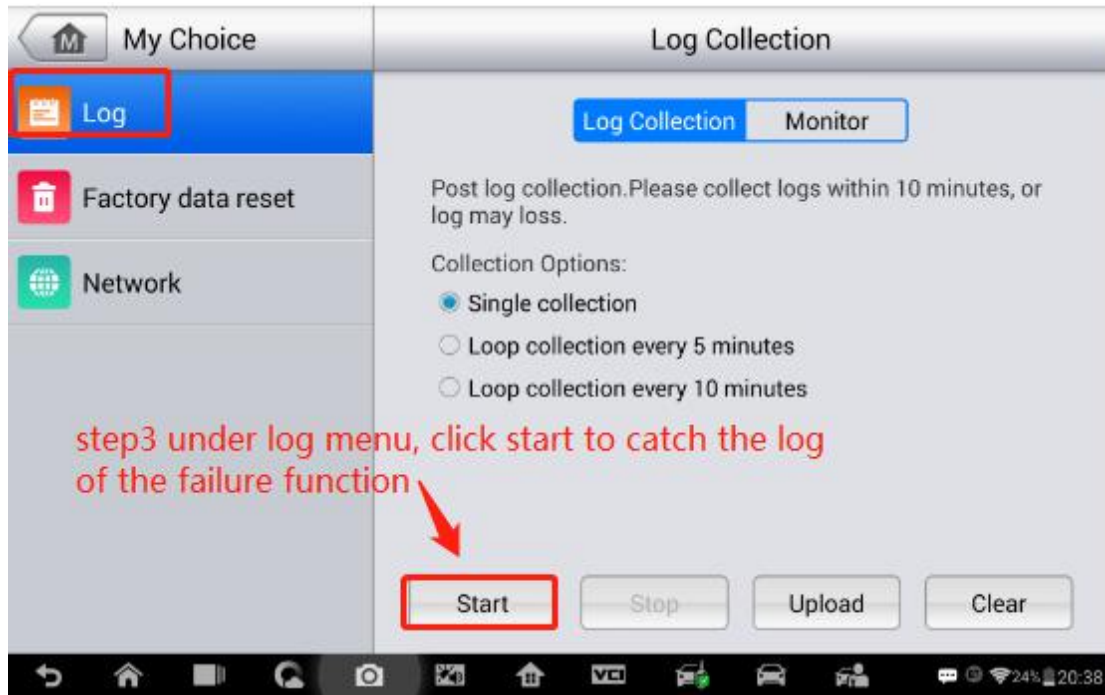
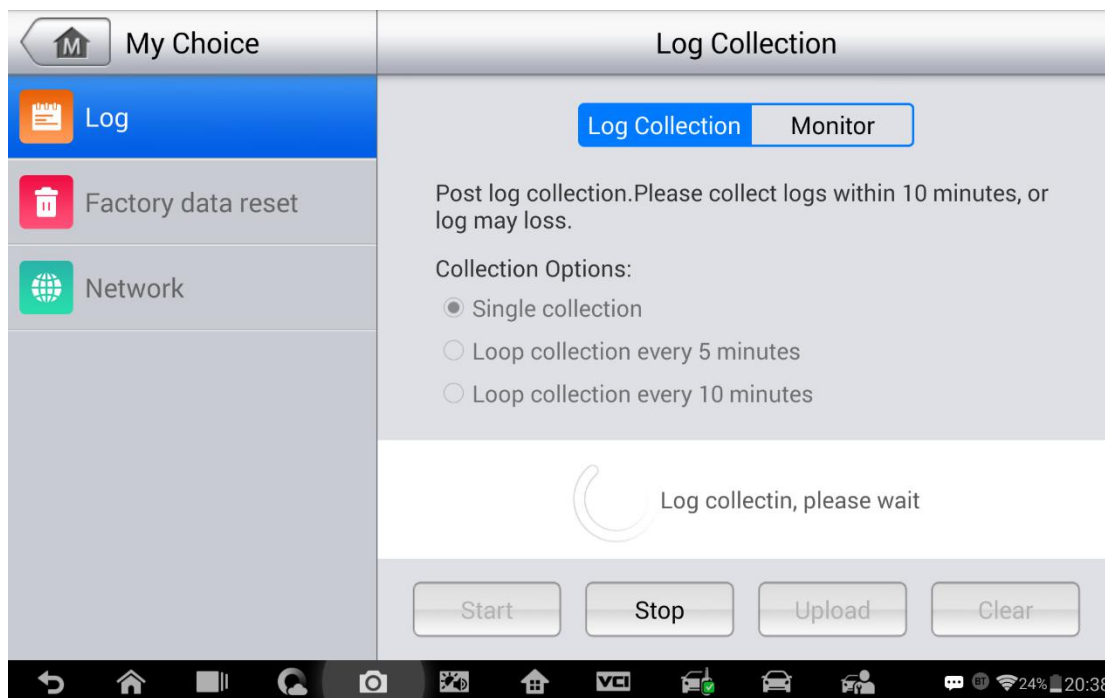


In case there is some network issue or software crash issues or other apk issues, customer can go to Maxitool to send the system logs to the back end so engineers can further check what is the cause.

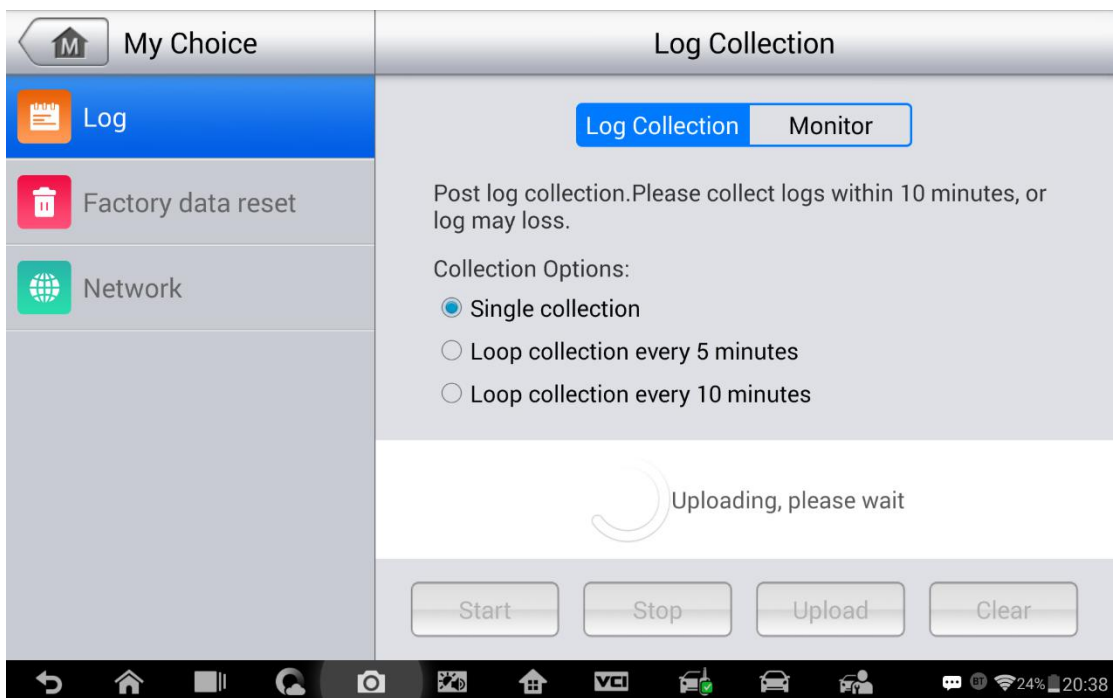
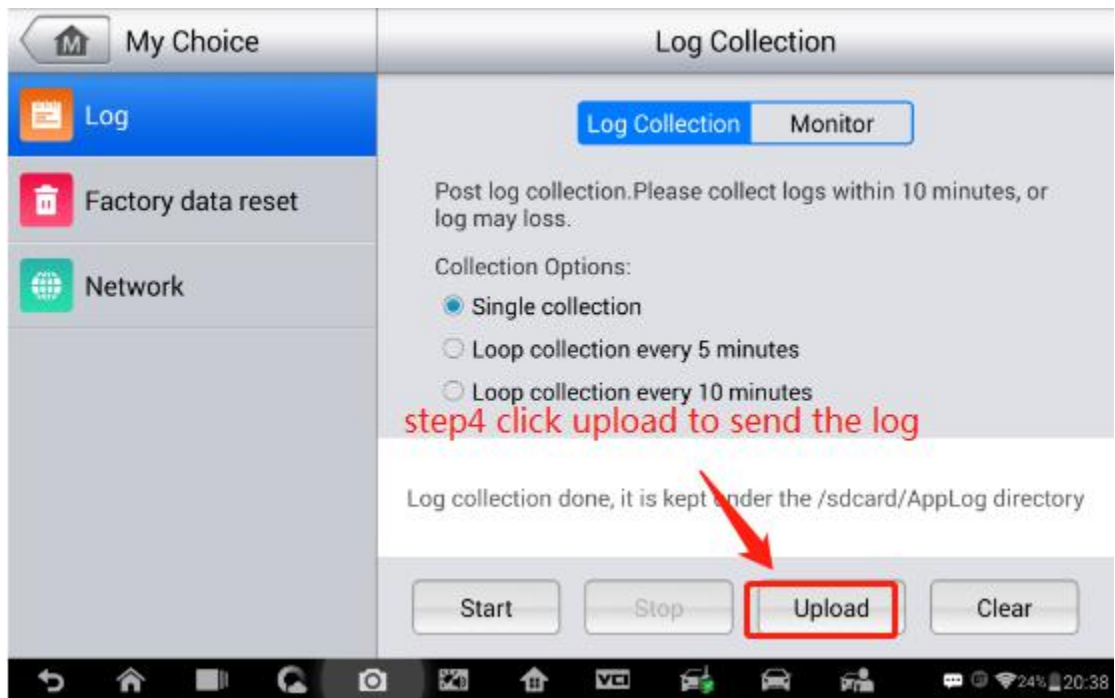




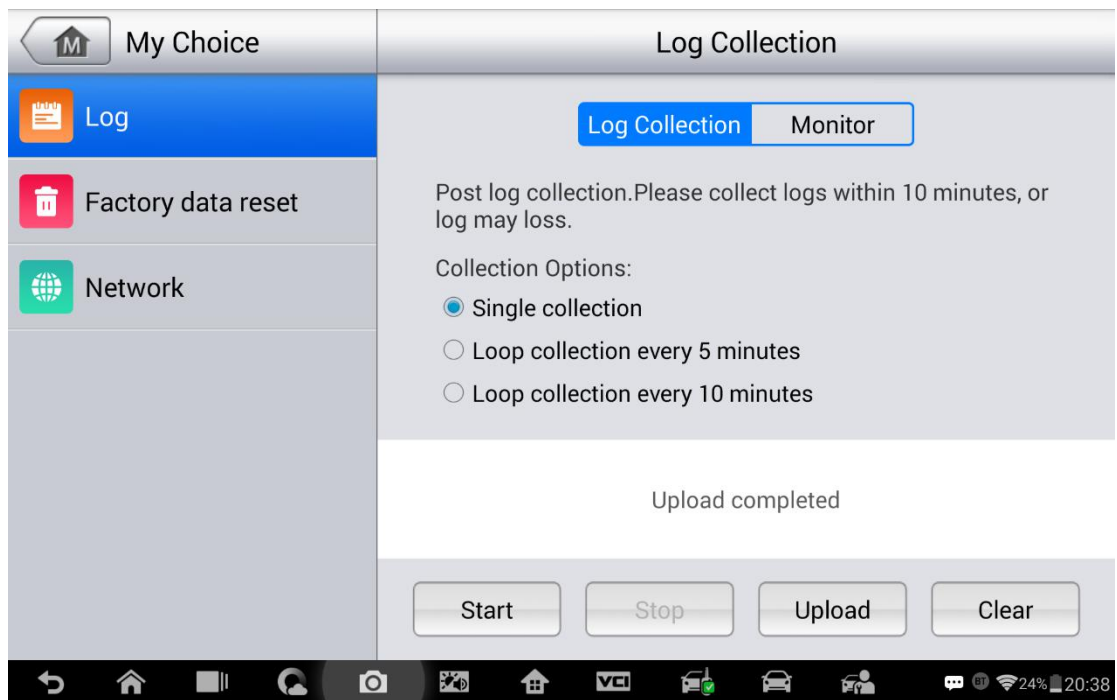
Collecting the log in process:



Log collection is done, then click upload to upload the datalog to Autel server so engineer can check it.



Then you have sent the system log, you can provide the device series number so tech support can search it for you.



How to extract the datalog from tablet with PC manually

In case that customer can't upload the datalog but needs datalog to analyse.

You can get the datalog from the PC.

The way to do that is as follows:

Please connect your tablet to the PC, then manually get the datalog from your device and send it here. The datalog directory is as follows:

"PC\MaxiIM IM608\Internal storage\Scan\datalogging"