



# Support Bulletin

## Trimble Penmap Product Family - Diagnostics

GEOSPATIAL

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The following support bulletin explains how to store and send diagnostics.

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<https://geospatial.trimble.com>

[www.trimble.com](http://www.trimble.com)

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# Definitions

## Penmap Product Family

The Penmap Product Family contains the following software packages:

- Penmap for Android
- Penmap for Windows
- Penmap Project Manager (including Penmap Cloud Converter)

## Diagnostics

There are different diagnostic files available depending on your workflow:

### Penmap for Windows version 10

- launchpadDiags.txt
- diagnostics.txt
- gpsdiag.txt
- Tsdiag.txt
- resecdiag

### Penmap for Windows version 11

- penmapDiagnostics
- launchpadDiagnostics
- performanceDiags
- gnssDiags
- totalStationDiags
- resecDiags
- rawDiags
- mapDiags

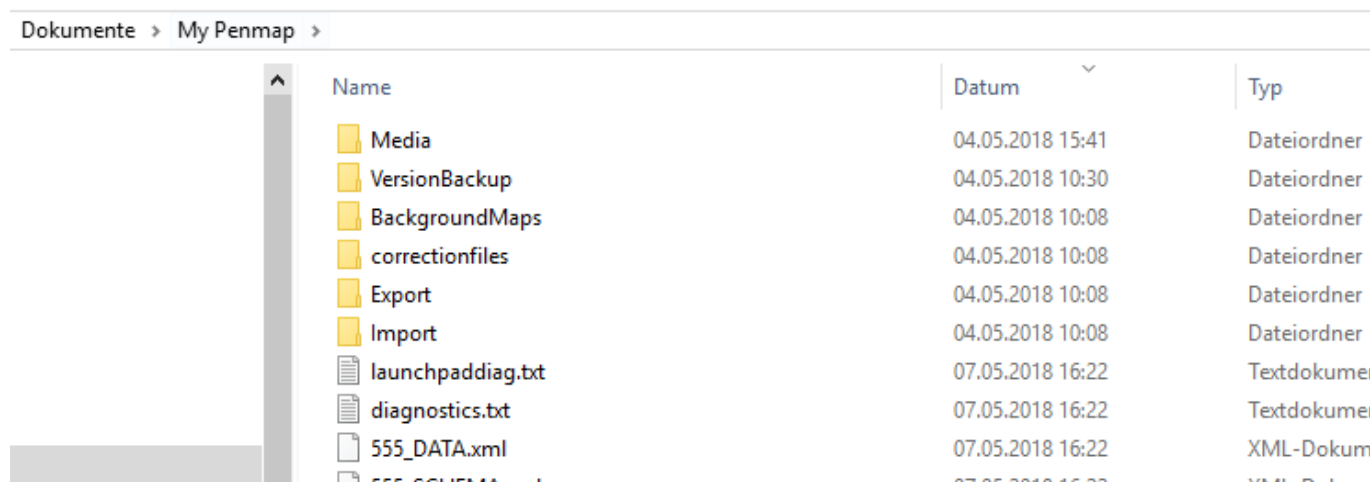
### Penmap for Android

- <timestamp>\_CommonDiagnostics.txt
- <timestamp>\_LaunchpadDiagnostics.txt
- <timestamp>\_GNSSDiagnostics.txt
- <timestamp>\_PerformanceDiagnostics.txt

## Penmap for Windows version 10.x

Activate in **Penmap Launchpad >> Settings >> Diagnostics** to store diagnostics. Enable diagnostics is active until the next start of Penmap Launchpad.

You can find the diagnostics in the **MyPenmap** folder.



Dokumente > My Penmap >		
Name	Datum	Typ
Media	04.05.2018 15:41	Dateiordner
VersionBackup	04.05.2018 10:30	Dateiordner
BackgroundMaps	04.05.2018 10:08	Dateiordner
correctionfiles	04.05.2018 10:08	Dateiordner
Export	04.05.2018 10:08	Dateiordner
Import	04.05.2018 10:08	Dateiordner
launchpaddiag.txt	07.05.2018 16:22	Textdokument
diagnostics.txt	07.05.2018 16:22	Textdokument
555_DATA.xml	07.05.2018 16:22	XML-Dokument

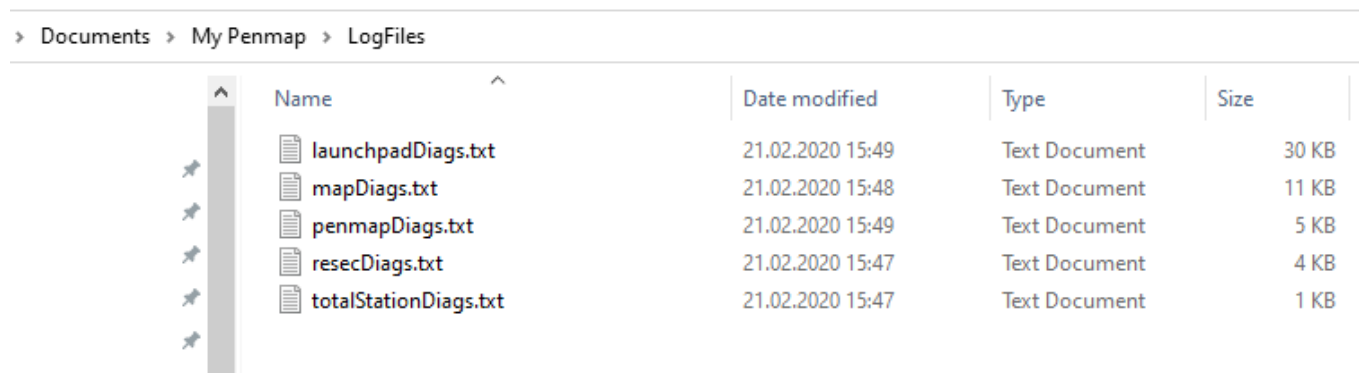
**Note:** The diagnostics will be overwritten with the next Penmap start. Please store them directly after an issue occurred.

## Penmap for Windows version 11.x

In **Penmap Launchpad >> Settings >> Diagnostics** is enabled as default.

You can find the diagnostics in the **MyPenmap** folder.

From version higher 11.8498 the diagnostics are stored in **MyPenmap\LogFiles**



> Documents > My Penmap > LogFiles				
Name	Date modified	Type	Size	
launchpadDiags.txt	21.02.2020 15:49	Text Document	30 KB	
mapDiags.txt	21.02.2020 15:48	Text Document	11 KB	
penmapDiags.txt	21.02.2020 15:49	Text Document	5 KB	
resecDiags.txt	21.02.2020 15:47	Text Document	4 KB	
totalStationDiags.txt	21.02.2020 15:47	Text Document	1 KB	

**Note:** The diagnostics will be overwritten with the next Penmap start. Please store them directly after an issue occurred.

# Penmap for Android

Diagnostics can be send directly from Penmap for Android

1. Start Penmap for Android
2. Go to the main menu (the three lines in the upper left corner)
3. Go to **System**
4. **Send diagnostics**
5. Mail Program opens
6. Send the diagnostic with a short description to [penmap@trimble.com](mailto:penmap@trimble.com)

If you have no data connection you can copy the diagnostics from the device to a location with Mail access.  
The Diagnostics are written continuously and stored at **.\MyPenmap\LogFiles**

## Contact

For more information or questions contact the Trimble Penmap community.

<https://community.trimble.com/groups/penmap-for-andriod>