

# WebConfig

Instructions for accessing and configuring  
the eBOX via the local web interface

Firmware Version 1.3.29

# Content

|        |                               |    |
|--------|-------------------------------|----|
| 1.     | General information           | 4  |
| 2.     | System overview and structure | 5  |
| 3.     | Connecting the eBOX           | 9  |
| 4.     | Access to web interface       | 13 |
| 5.     | Product overview              | 14 |
| 6.     | Configuration                 | 15 |
| 6.1.   | Network settings              | 15 |
| 6.2.   | Backend settings (OCPP)       | 18 |
| 6.3.   | System settings               | 21 |
| 6.4.   | Charge point settings         | 24 |
| 6.4.1. | General information           | 24 |
| 6.4.2. | Active charging session       | 25 |
| 6.4.3. | Authentication                | 26 |
| 6.5.   | Support                       | 27 |
| 6.5.1. | Logging                       | 27 |
| 6.5.2. | Support package               | 28 |

Technical changes and mistakes excepted. Technical changes and changes of data or described procedures may occur without updating this document.

# 1. General information

## About this document

This manual contains information about the connection to the local web interface (WebConfig) of Compleo eBOX smart, Compleo eBOX professional and Compleo eBOX touch. The purpose of this document is to describe how to properly configure and operate the advanced features of the WebConfig platform. This includes the implementation of important settings for optimal operation.

## Please note

Make sure that the eBOX is set up and wired correctly. You will find a detailed assembly description in the user manual you received with your eBOX.

## Preparations

To connect to the WebConfig of the eBOX, you need a working laptop and a LAN cable. Make sure you have the PUK of the eBOX ready to access the web interface. You can find the PUK on the last page of the user manual you received with your eBOX

## 2. System overview and structure



Before mounting the eBOX, make sure that the eCLICK is not connected to power.

To access the eBOX web interface, the eBOX must be properly connected to the computer.

For this to succeed, the entire system must be set up and wired as shown in **Figure 1**.

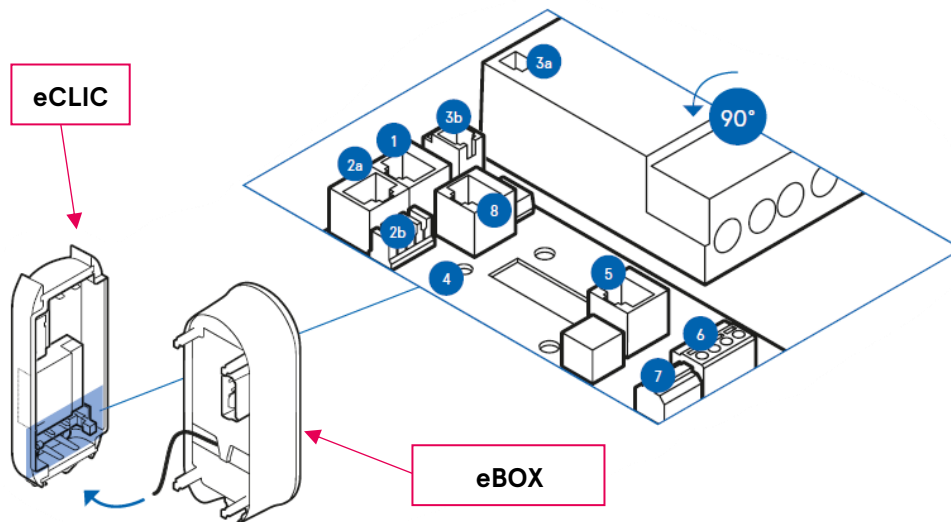


Figure 1: System overview

Take the eBOX and identify the connection points (colored red) on its back. Connect the black ribbon data cable of the eBOX to the port "5 Expansion Terminal".

Description of the individual elements from **Fehler! Verweisquelle konnte nicht gefunden werden.**:

- 1 LAN 1RJ45 (communication to eBOX)
- 2a LAN 2RJ45 (to internet router)
- 2b LAN 2 LSA+ (to internet router)
- 3a Output eSMARTMETER (optional)
- 3b Input eSMARTMETER (optional)
- 4 Position cable clamps for S/FTP cable
- 5 RJ50 Terminal (communication eBOX)
- 6 Grid control box connection
- 7 Shunt release connection

## 8 LAN 1 RJ45 (deactivated)

All communication cables (e.g. LAN cable, etc) are connected to the interface board (See **Figure 2**).

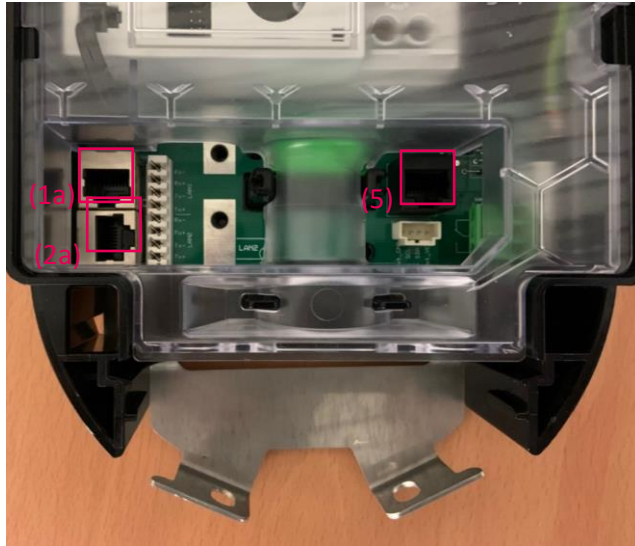


Figure 2: eCLICK Interface board

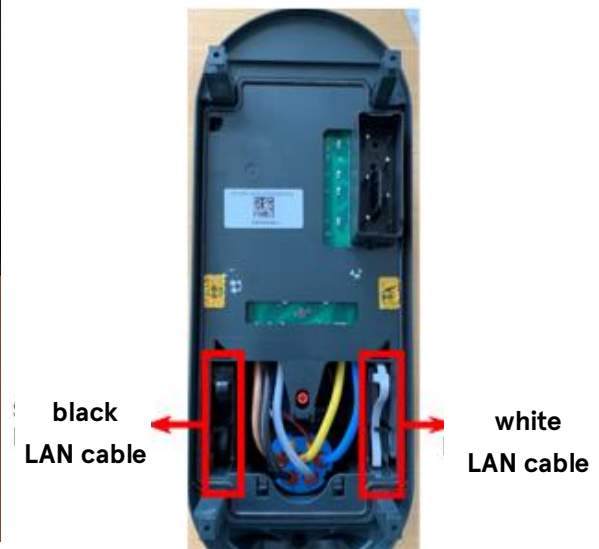


Figure 3: eBOX cable arrangement

Before plugging the eBOX into the eCLICK, several components must be connected with various cables. First the LAN cable of the eBOX (black LAN cable, see **Fehler! Verweisquelle konnte nicht gefunden werden.**) is connected to the LAN RJ50 Terminal (5) of the eCLICK. Then connect the eSMARTMETER (3a) to the port (3b) of the eCLICK. Then connect the white LAN cable of the eBOX to the LAN port 1 of the eCLICK.

**Please note:**

Port 2a is for the LAN cable (yellow cable, **Figure 4**), which allows you to connect your computer to the eBOX.

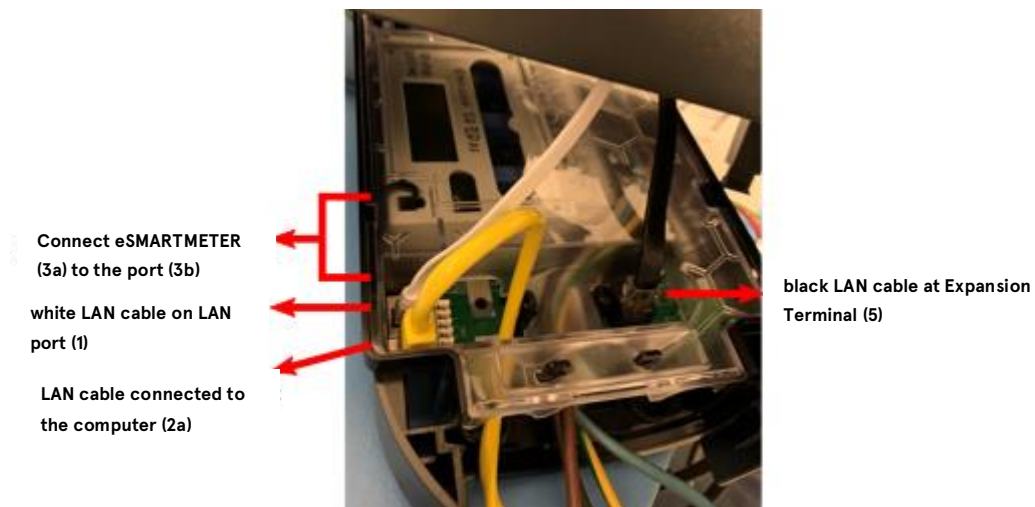


Figure 4: Cable wiring eCLICK und eBOX

After successful cabling (**Figure 4**), the eBOX can be plugged into the eCLICK.

To do this, follow the installation steps 1 to 3:

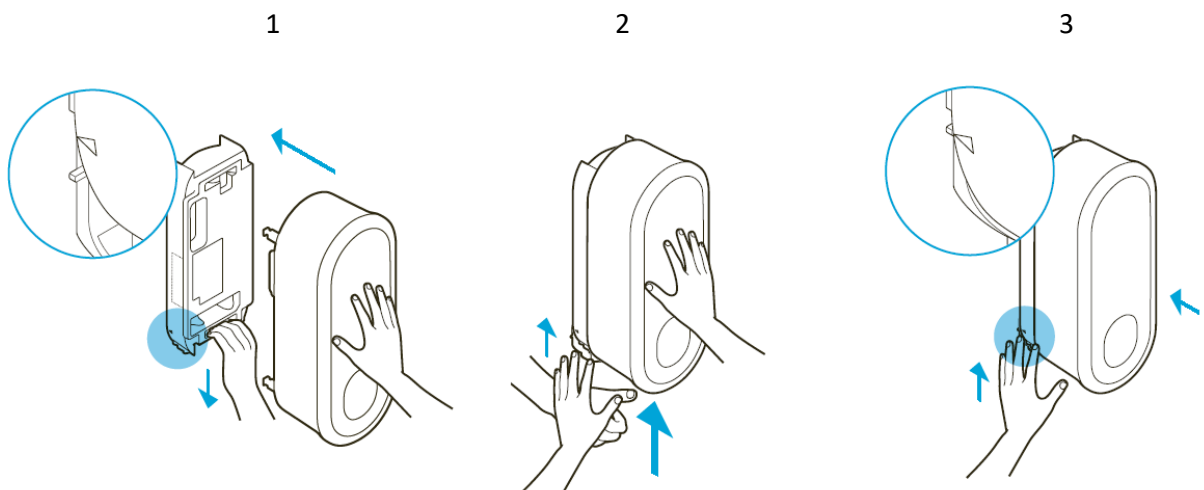


Figure 5: Mounting description

- 1** Place the eBOX evenly on the eCLICK and push the eBOX until it stops.
- 2** Hold the eBOX while pulling down the locking bar on the eCLICK. Now release the locking bar. As soon as the locking bar is pulled up, press the eBOX by pressing the eCLICK.
- 3** If necessary, press the locking bar until it is in its original position again. Markings for orientation are visible on the eCLICK locking bar. Check whether the locking bar is fully inserted. The triangular recesses on the left and right of the locking bar must be flush with the eCLICK housing.

Now the voltage can be switched on to the eCLICK. In the next step you can connect your computer to the eBOX via a LAN cable.



### 3. Connecting the eBOX

To establish communication between your local computer and an eBOX, the network and Ethernet settings of the computer used must be correctly adjusted. Follow the following steps depending on the operating system:

#### Windows

##### Step 1: Open network settings

Open Windows start menu → Settings → „Network & Internet“ (**Figure 6**)

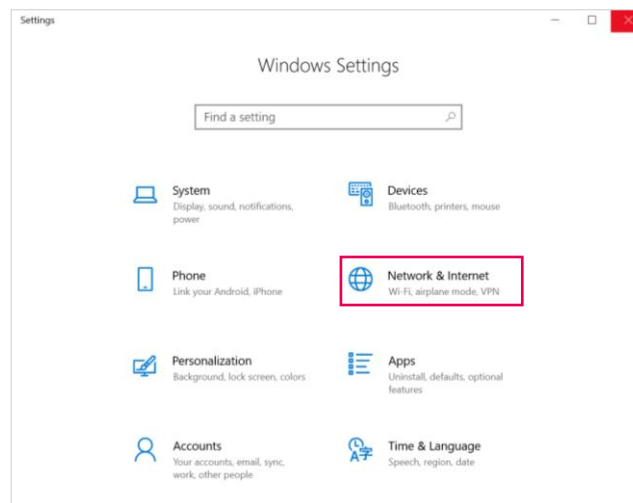


Figure 6: Windows settings

##### Step 2: Select adapter options

Choose option „Change adapter options“ (**Figure 7**)

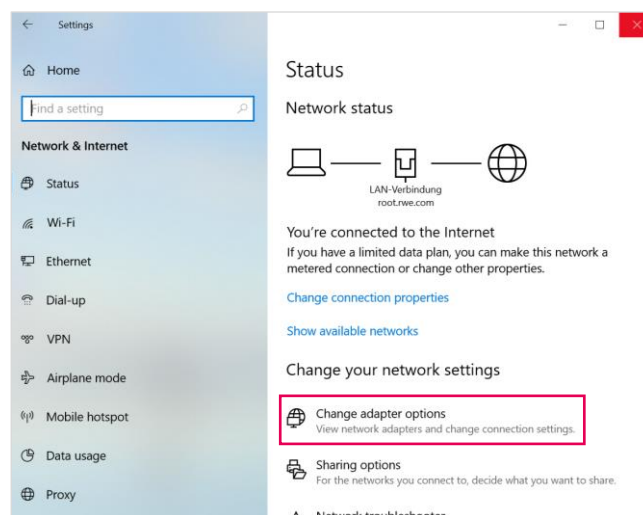


Figure 7: Select adapter options

### Step 3: Change adapter options

Right-click on the network adapter you are using and click on "Properties" (Figure 8).

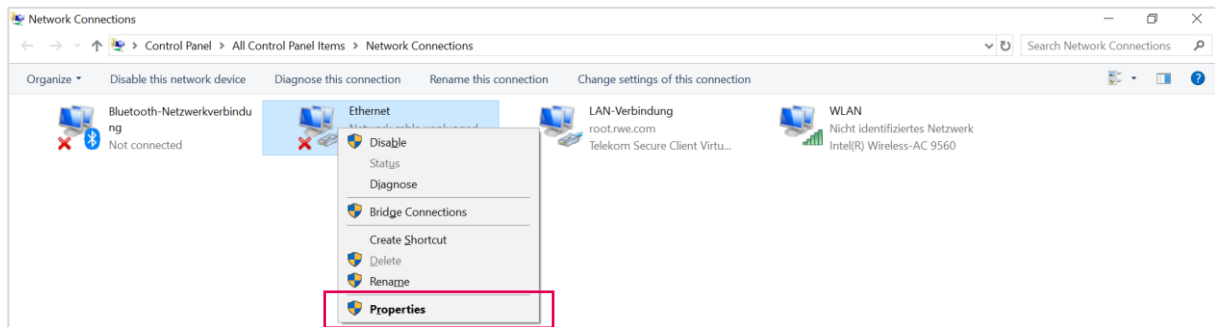


Figure 8: Adapter options

### Step 4: Change setting of Internet Protocol

Select the setting option "Internet Protocol, Version 4 (TCP/IPv4)" and click "Properties" item (Figure 9).

Then select "Advanced..." in the new window.

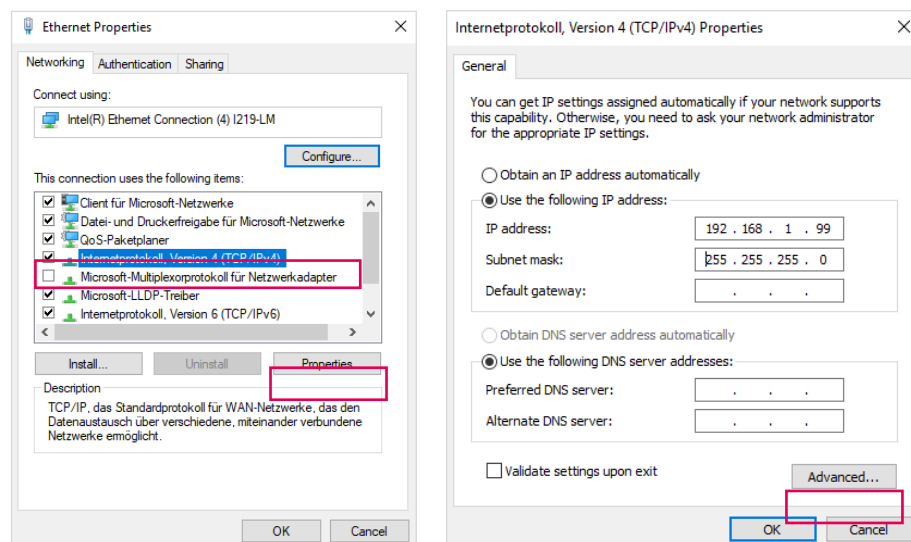


Figure 9: Internet protocol

**Step 5: Change setting of Internet Protocol**

Select the "Add..." option and enter the following information:

IP address                      172.016.000.002

Subnet mask                    255.255.255.000

**Please note:** The IP address 172.016.000.001 must not be used!

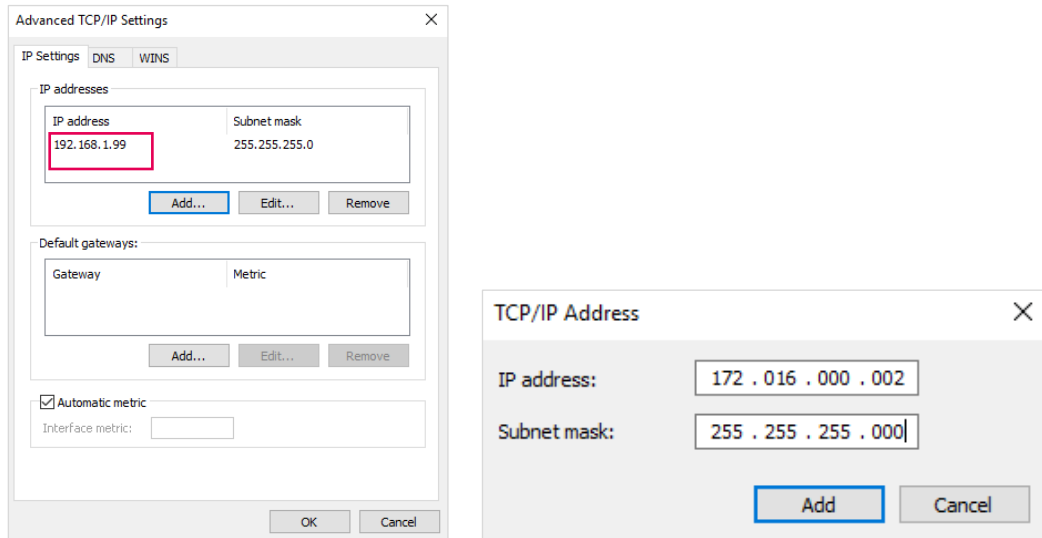


Figure 10: New IP address

## MacOS

### Step 1: Open network settings

Open System Preferences and click on "Network" (Figure 11).

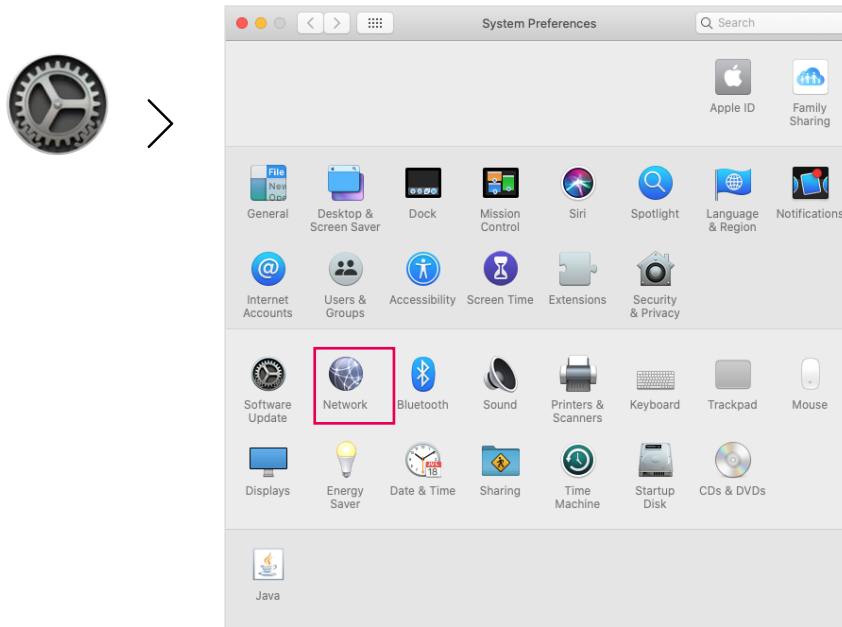
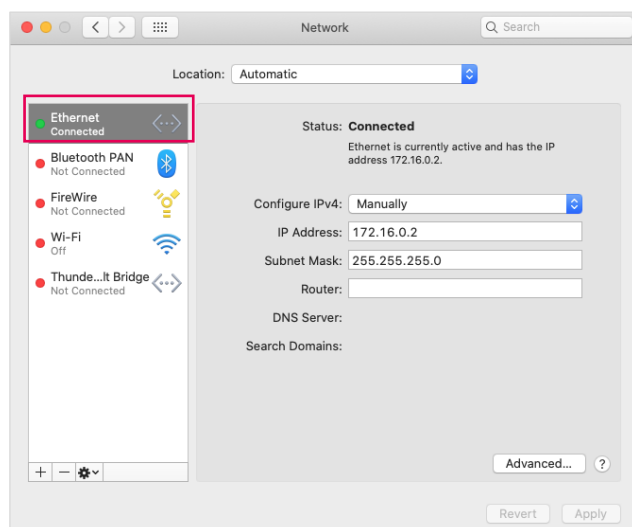


Figure 11: MacOS System Preferences

### Step 2: Configure IP address

Select "Ethernet" in the left selection. Make sure that the indicator is green and "Connected" is displayed. Then set "Configure IPv4" to "Manually" and enter "172.16.0.2" in the "IP Address" field. For "Subnet Mask" enter "255.255.255.0". Confirm the adjustment with "Apply".



#### Settings:

- Manually
- 172.16.0.2
- 255.255.255.0

Figure 12: Network settings

## 4. Access to web interface

Once the eBOX is properly set up and wired and you have successfully configured the network settings on your computer. You can now power the eBOX.

### Please note

that it can take up to 5 minutes until the eBOX is fully booted. If this is not the case, please check if the eBOX is properly snapped into the eCLICK and all cables are plugged in correctly. For more details and troubleshooting, please refer to the supplied user manual.

Now open your web browser (Firefox, Chrome, Safari, ...) and go to the website of the local web interface. The web address is:

**`http://172.16.0.1/`**

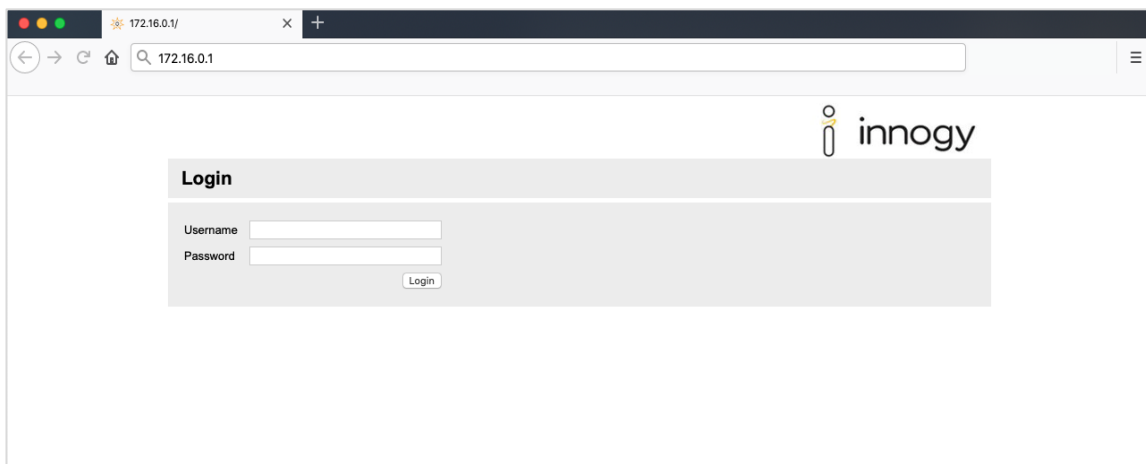


Figure 13: Open up WebConfig

### Login information for WebConfig:

User name: admin

Password: <PUK>

To log in to WebConfig, you need the PUK of your eBOX. You can find it on the back of the supplied user manual. If you have lost your PUK, please contact support. The default username is "admin".

## 5. Product overview

After a successful login, the WebConfig overview page is displayed. From here you can navigate to the different functions via the menu (1).

Available languages are English and German.

(1)

The screenshot shows the WebConfig landing page. On the left is a vertical menu with the following items: ECU (highlighted in orange), Overview, Webinterface, ACCU, Common, Time, Logging, Bluetooth, OCPP, Update, Network, Periphery, LDP1, and System. The main content area is titled 'Overview' and contains two sections: 'Overview chargepoints:' and 'Overview system:'. The 'Overview chargepoints:' section displays details for 'LDP1', including Firmware Version (---), Type (EDL40++), Ownership number (1EBZ0300038514), and PLC FW Version QCA (MAC-7000-v1.2.1-00-CS.nvm). It also shows Session status (inactive), Session-ID, Load session (default/None), Contract ID (---), Resistor in charging cable (no cable connected), PWM state (E), Current duty cycle (0% (0A)), Interlock (opend), and Contactor (opend). The 'Overview system:' section displays System details: Firmware version App (1.3.55), Hardware features (5B5B), Hardware version (6), and Serial number (LP00014C). It also shows LSX state (online), State (online), Interface IP address (10.253.156.25), Provider (26202), and Signal (2). Both sections include a 'more' link. At the bottom, the Periphery section shows LG2LAN Device local FW Version (---) and LG2LAN Device extern FW Version (---), also with a 'more' link.

Figure 14: Landing Page

### Notice:

- Please note that all adjustments to the eBOX via WebConfig require a restart of the eBOX to apply the settings.
- Please use only the functions and settings listed here in the documentation. The current version of the WebConfig serves primarily for internal development and will therefore be fundamentally redesigned and further developed.

## 6. Configuration

### 6.1. Network settings

Network → „Interface“

To adjust the network settings, first navigate to the menu item "Network" and select "Interface" to choose the connection type. Use the dropdown at "Interface" to switch between LAN (net2), WiFi (wlan) or SIM card (lte). After selecting the interface, activate the WAN by checking "active" (**Figure 15**).

The screenshot shows the 'Interface' configuration page. On the left, a sidebar menu lists 'ECU', 'Network', 'Periphery', 'LDP1', and 'System'. Under 'Network', 'Interface' is selected. The main content area is titled 'Interface' and contains two sections: 'WAN' and 'Ethernet'. In the 'WAN' section, 'WAN active' is checked and 'Interface' is set to 'lte'. The 'Ethernet' section has two sub-sections: 'Network 1 Settings' and 'Network 2 Settings'. 'Network 1 Settings' has 'Network active' checked, 'Static IP active' checked, and a static IP address of 172.16.0.1. 'Network 2 Settings' has 'Static IP active' checked and a static IP address field.

Figure 15: WAN settings

#### 1 LAN (net2):

Select "net2" for the connection type LAN. Connect the eBOX to your network via LAN cable and confirm with "OK".

Scroll below to find the section "Ethernet → Network 1 Settings". Check the checkbox "Network active" to use Network 1 for communication. In case you're using a static IP address, select the checkbox "Static IP active" and enter the static IP address in the

following field. For using dynamically obtained IP address, leave the checkbox "Static IP active" unchecked.

## 2 WLAN (wlan):

Select "wlan" for the connection type WLAN (**Figure 16**).

**WiFi**

Wifi Mode Client

**WiFi Client Settings**

SSID app\_ssid

Pre shared key .....

Start DHCP client ☐

Static IP active ☒

Static IP address

Netmask 24

**LTE**

Username user Password .....

Access point name effizienz.rwe.com PIN

☒ Log into the strongest net automatically

☐ Preferred provider 26202

☐ Only log into this provider

OK Save settings

Figure 16: WLAN settings

Enter the SSID (name of your wireless network) and password to connect the eBOX via wireless. In case you're using a static IP address, select the checkbox "Static IP active" and enter the static IP address in the following field. For using dynamically obtained IP address, leave the checkbox "Static IP active" unchecked. Confirm your entry with "OK" at Apply settings.

## 3 SIM card (lte):

Select "lte" for the connection type SIM card (**Figure 15**). On the same page below, adjust the corresponding APN (Access Point Name) settings (**Figure 16**). Enter your user name, password and APN.



By default, the eBOX automatically dials into the most available network. However, under certain circumstances it may happen that the preferred use of a provider allows a more stable connection. You can activate the field below and enter the desired provider ID in the field.

### Please note

that the function "Log in exclusively with this provider" does not work properly at the moment and can lead to problems. We advise against using this function and expect a solution with upcoming updates.

After completing the network configuration, you can check the network connection under Router WAN "Status" (**Figure 17**).

The screenshot shows the 'Status' page of the eBOX WebConfig interface. On the left is a navigation menu with the following items: ECU, Network (highlighted in orange), General, Interface, Status, Periphery, LDP1, and System. The main content area is titled 'Status' and contains two sections: 'WAN status' and 'LTE2 status'. Each section displays a table of network parameters.

| WAN status           |               |
|----------------------|---------------|
| Name of WAN chain    | wan1          |
| State                | online        |
| Online for           | 11 h 3 min    |
| Interface            | lte2          |
| Interface IP address | 10.253.156.25 |

| LTE2 status                |                             |
|----------------------------|-----------------------------|
| State                      | Online                      |
| Provider                   | 26202                       |
| Network registration state | Registered and roaming      |
| Used net                   | LTE                         |
| Signal                     | 2                           |
| Cell ID                    | 13EBD03                     |
| Location ID                | 200C                        |
| SMS center                 | +316540967011               |
| SIM state                  | SIM card inserted and ready |
| PIN state                  | PIN installed and accepted  |
| Remaining PIN entry tries  | 3                           |
| IMSI                       | 204047125343341             |
| USIM                       | 89314404000792780125        |
| IMEI                       | 353251085929109             |

At the bottom of the status area is a 'Refresh' button.

Figure 17: Netzwerkstatus

## 6.2. Backend settings (OCPP)



To establish a backend connection via OCPP, the firmware of the eBOX must be 1.1.16 or higher. Read in chapter 6.3.2 how to perform a firmware update

ECU → „ACCU“ (Figure 18)

To establish a connection to a backend via OCPP, you must first adjust the operating mode and the backend protocol.

Navigate to the menu item "ECU" and select the tab "ACCU". Then set the field "Operation Mode" to "b2b" and change the backend protocol to "OCPP-generic".

The screenshot shows the 'ECU' menu on the left with 'ACCU' selected. The main area displays the 'ACCU' settings. A red box highlights the 'Operation mode' (b2b) and 'Backend protocol' (ocpp\_generic) dropdowns. Below these are text inputs for 'ACCU type' (2), 'PUK' (seish3oh), and a dropdown for 'Commissioning interface' (bluetooth). At the bottom are 'OK' and 'Save settings' buttons.

Figure 18: eBOX Operating mode

ECU → „OCPP“ (Figure 19)

Then switch to the "OCPP" tab. Here you have the possibility to enter the Chargebox ID (1), the Endpoint URL (2), the user name and password (SIM) (3). These parameters form the basis for a successful connection to any OCPP-based CPO backend.

### Please note:

Please do not change the homebox parameters, as they have no effect on the connection to your backend.

**ECU**

- Overview
- Webinterface
- ACCU
- Common
- Time
- Logging
- Bluetooth
- OCPP
- Update

**Network**

- Network
- Periphery
- LDP1
- System

### OCPP

----- ocpp 1.6/2.0 general parameters -----

ChargeBox Identity: LP00014C (1)

Server certificate validation: ☐

End point URI: ws://10.185.70.60:2302/ocpp16/ocppj16 (2)

TCP connect timeout [s]: 10

TCP connect interval [min]: 1

OCPP confirmation response timeout [s]: 15

Default heartbeat interval [s]: 240

Usage of relative meter values: ☒

Username: LP00014C (3)

Password: \*\*\*\*\*

Access point activation timeout [min]: 15

Wlan client connection check timeout [min]: 5

Timestamp in milliseconds precision: ☐

----- homebox parameter -----

OCPP Key for dev: 5GUCxedQiB6mtXxnc+hq0GsHYPMCw

Subject common name: \*\*\*\*\*

Subject organization: \*\*\*\*\*

Subject organizational unit: \*\*\*\*\*

Subject country: \*\*\*\*\*

Issuer common name: \*\*\*\*\*

Issuer organization: \*\*\*\*\*

Issuer organizational unit: \*\*\*\*\*

Issuer country: \*\*\*\*\*

OK Save settings

Delete OCPP Message Queue

Figure 19: OCPP settings

Another alternative to change the backend parameters is to upload a configuration file.

The eBOX configuration file is a text file and can be downloaded under "System"

"Configuration" (**Figure 20**). You have the possibility to customize the text document and the different parameters and then upload it again.

#### Please note

that with the eBOX configuration file you can change all parameters of the eBOX.

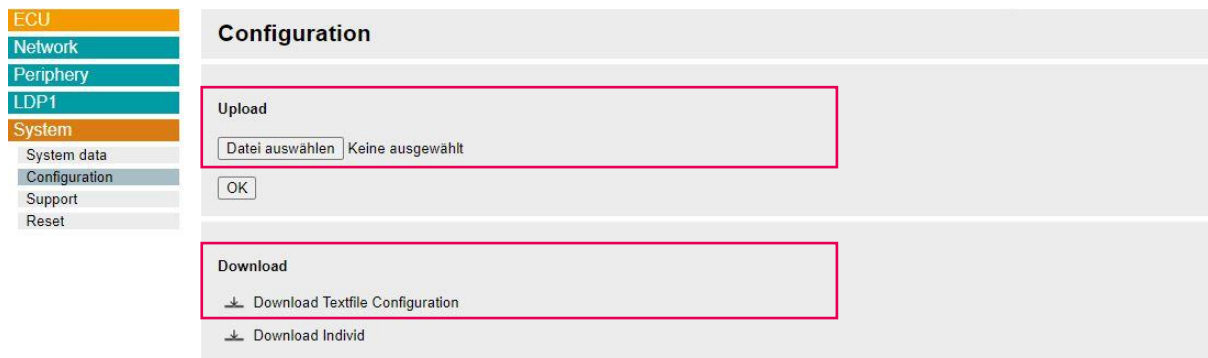


Figure 20: Configuration file

Proceed as follows to adjust the backend settings via the configuration file:

- 1 Download the configuration file and open it with the text editor of your choice  
(Figure 21).
- 2 Adjust the relevant parameters for the backend connection.
- 3 Save the configuration file and upload the text file again via the "Select file" button during upload. Confirm your upload with "OK".
- 4 Restart the eBOX to make the settings effective.

```

1 #Date: 2020:06:12 12:39:48
2 #Firmware: 1.0.22
3
4 ecu.webinterface.username=innogy
5 ecu.webinterface.password=****
6 ecu.webinterface.port=80
7 ecu.webinterface.default_language=de
8 ecu.webinterface.login_timeout=4
9 ecu.webinterface.session_timeout=15
10 ecu.accu.mode=b2c
11 ecu.accu.accu_type=2
12 ecu.accu.puk=Je2EIn3n
13 ecu.accu.backend_protocol=homebox
14 ecu.common.serverid=079C306500035D
15 ecu.common.serialnumber=LE00596D
16 ecu.common.box_name=eBox596D
17 ecu.time.ntp_active=0
18 ecu.time.ntp_sync_interval=1
19 ecu.time.timezone=Berlin
20 ecu.time.ntp_peer_1=ptbtime1.ptb.de
21 ecu.time.ntp_peer_2=ptbtime2.ptb.de
22 ecu.time.ntp_peer_3=ptbtime2.ptb.de
23 ecu.time.ntp_peer_4=ptbtime1.ptb.de
24 ecu.logging.live_log=1
25 ecu.logging.server_ip=172.16.0.2
26 ecu.logging.server_port=20149
27 ecu.logging.level_failure=1
28 ecu.logging.level_error=1
29 ecu.logging.level_warning=1
30 ecu.logging.level_info=1
31 ecu.logging.level_milestone=1
32 ecu.logging.level_action=1
33 ecu.logging.level_debug=1
34 ecu.logging.level_communication=1
35 ecu.lg2wan.push_active=0
36 ecu.lg2wan.push_target=10.104.4.131
37 ecu.lg2wan.push_port=2300
38 ecu.lg2wan.push_max_idle=5
39 ecu.lg2wan.push_retry_timeout=60
40 ecu.lg2wan.pull_port=2310
41 ecu.lg2wan.pull_interface=wan1

```

Figure 21: Textfile

## 6.3. System settings

System → „System data“ (Figure 22)

Under the item System Data you will first have an overview of the most important information about the status of your eBOX (Figure 22). The data shows the current firmware version of the eBOX, serial number or picking status.

|               |  |
|---------------|--|
| ECU           |  |
| Network       |  |
| Periphery     |  |
| LDP1          |  |
| <b>System</b> |  |
| System data   |  |
| Configuration |  |
| Support       |  |
| Reset         |  |

| System data                 |  |
|-----------------------------|--|
| ACCU firmware version:      | 1.3.29                                   |
| Firmware version App:       | 1.3.55                                   |
| Firmware version router:    | 4.3                                      |
| Firmware version UI-Board:  | 0.1.17                                   |
| Firmware version HPS-Board: | APP-1.2.2-EU-S                           |
| Hardware features:          | 5B5B                                     |
| Build date:                 | 2021-06-17 15:16:28                      |
| Git-Hash:                   | 751577151eedb07e812fa56b7015ca92b602545d |
| MAC0:                       | 9C:30:66:01:88:4C                        |
| MAC1:                       | 9C:30:66:01:C2:79                        |
| Hardware version:           | 6  |
| Serial number:              | LP00014C                                 |
| Production date:            | 202007010944                             |
| Production number:          | D2                                       |
| Commissioning state:        | ready for commissioning                  |

Refresh

Figure 22: System data

### 6.3.1. Configuration file

System → „Configuration“

For diagnostic purposes it may be necessary to download the current configuration of a load box. The procedure for downloading and adapting the file was already explained in detail in Chapter 6.2.

In addition to the backend settings, you can set all parameters of the eBOX here. Please note that uploading an incorrectly configured file can cause the eBOX to malfunction.

If this happens and you want to restore the eBOX to factory settings, follow the steps in chapter 6.3.3.

## 6.3.2. Firmware Update

ECU → „Update“ (Figure 23)

You can also manually install an update from a local source. Select the appropriate file under "Update via local sources" and confirm with "Upload FW". Then follow the installation steps.

After successful update your eBOX will restart automatically.

The screenshot displays the 'Update' page in the Compleo eBOX WebConfig interface. On the left, a sidebar lists navigation options: Overview, Webinterface, ACCU, Common, Time, Logging, Bluetooth, OCPP, Update (highlighted), Network, Periphery, LDP1, and System. The main content area is titled 'Update' and features a section 'Update over local sources' enclosed in a pink border. This section includes a warning 'upload can last several minutes' and three buttons: 'Datei auswählen', 'Keine ausgewählt', and 'Upload FW'. Below this, a 'Status' section indicates 'no update packet available' with a 'Refresh' button at the bottom.

Figure 23: Firmware Updates

### 6.3.3. Default settings

System → „Reset“ (Figure 24)

You can reset your eBOX at any time and reset it to factory defaults. Navigate to "System" and select the tab "Reset".

You can reset the eBOX with “APP Reset”

**ECU**  
**Network**  
**Periphery**  
**LDP1**  
**System**  
System data  
Configuration  
Support  
Reset

## Reset

**App/Router restart**

☐ App restart  
☐ Router restart

Restart now

**24h Reboot**

Reboot mode:

hh mm  
Reboot time:

Daily reboot: 00:13 local time

Save settings

**APP Reset**

Reset App Defaults

Figure 24: eBOX Reset





## 6.4.2. Active charging session

LDP1 → „Session“ (Figure 26)

If a charging process is active, this view offers you all important key figures at a glance.

You also have the possibility to download log files. The last 30 loading processes are listed there.

With "Charge Debug" further parameters and their values are available for analysis.

**Session**

|   |                    |
|---|--------------------|
| Chargepoint number:                         | ---                |
| Session status:                             | inactive           |
| Load session:                               | default/None       |
| Session start time (local time):            | ---                |
| Session duration [hours:min:sec]:           | ---                |
| Contract ID:                                | ---                |
| RFID UID:                                   | ---                |
| Reservation active:                         | no                 |
| Pre-authentication active:                  | no                 |
| Resistor in charging cable                  | no cable connected |
| PWM state:                                  | E                  |
| Current duty cycle:                         | 0% (0A)            |
| Interlock:                                  | opend              |
| Contactor:                                  | opend              |
| State dynamic load adaption:                | inactive           |
| State modbus load adaption:                 | inactive           |
| State load adaption due to missing backend: | inactive           |
| Status of local load adaption:              | inactive           |
| State load adaption smart charging:         | inactive           |
| State TAB load adaption:                    | inactive           |
| Session start Meter reading:                | ---                |
| Meter reading:                              | 1450.65188213 kWh  |
| Current power of the meter:                 | 0 W                |
| Statusword charge point:                    | 0x001800038000400c |

**Possible authentication overview**

- Remote
- LG2LAN
- RFID
- RFID+

**Log:**

- Download of latest 30 charge session
- Download of the last 30 secure\_SDRs
- Download of the last 30 OCMF files

Figure 26: Active charging process

### 6.4.3. Authentication

LDP1 → „Authentication“ (Figure 27)

Control the different authentication types that should be active on your eBOX and enable/disable the fair mode under the tab "Authentication".

No authentication takes place in trade fair mode. This means that the eBOX loads as soon as a vehicle is connected. You activate the trade show mode by setting the field "Authentication" to "without".

**Authentication**

Mode 3 / BC ☒  
15118 ☐

CID ICON check ☒  
Local authorize offline (OCPP16) ☒  
Local pre authorize (OCPP16) ☒  
Authorization cache enabled (OCPP 1.6J) ☒  
Local authorization list enabled (OCPP 1.6J) ☒  
Local authorization list max length (OCPP 1.6J)

Authentication ☐ without ☒ with

Remote ☒  
ID Box ☐  
LG2LAN ☒  
RFID ☒  
RFID+ ☒  
Pnc ☐  
Fair-Mode CID   
Default authentication if no backend ☒  [A]

OK Save settings

Figure 27: Authentication

## 6.5. Support

### 6.5.1. Logging

ECU → „Logging“ (Figure 28)

To analyze the behavior of the eBOX and possible errors, you can configure logging under the menu item "ECU" and the tab "Logging". One level down under "Download" you can download the logging file (Figure 29).

For support requests it is helpful to send the log file.



The screenshot shows the 'ECU' menu on the left with 'Logging' selected. The main area is titled 'Logging' and contains a table of log levels with checkboxes: Failure (checked), Error (checked), Warning (checked), Info (checked), Milestone (checked), Action (checked), Debug (checked), and Communication (unchecked). Below the table are fields for 'LiveLog' (unchecked), 'Server IP' (172.16.0.2), and 'Server Port' (20149). At the bottom are 'OK' and 'Save settings' buttons.

| Log Level     | Checked                             |
|---------------|-------------------------------------|
| Failure       | <input checked="" type="checkbox"/> |
| Error         | <input checked="" type="checkbox"/> |
| Warning       | <input checked="" type="checkbox"/> |
| Info          | <input checked="" type="checkbox"/> |
| Milestone     | <input checked="" type="checkbox"/> |
| Action        | <input checked="" type="checkbox"/> |
| Debug         | <input checked="" type="checkbox"/> |
| Communication | <input type="checkbox"/>            |

LiveLog ☐

Server IP

Server Port

Figure 28: Logging



The screenshot shows the 'ECU' menu on the left with 'Download' selected. The main area is titled 'Download' and contains two buttons: 'Download LogFile' and 'Delete LogFile'. Below these buttons is a 'Refresh' button.

Figure 29: Log-File Download

## 6.5.2. Support package

System → „Support“ (Figure 30)

In case of support Compleo will request a support package to analyze the error.

This support package is a binary file with extensive information about configuration and log files.

You can download this support package under the menu item "System" and the tab "Support" to forward it to Compleo.



Figure 30: Support package

Compleo Charging Technologies GmbH  
Oberste-Wilms-Straße 15a  
D-44309 Dortmund, Germany  
compleo-cs.com  
servicedesk@compleo-cs.com

As of: 03/2022  
Document Center:

