

M-7679 R-PAC QUICK REFERENCE GUIDE

PROTECTION, AUTOMATION AND CONTROL SYSTEM FOR RECLOSER, SWITCH, SECTIONALIZER AND ADVANCED DISTRIBUTION AUTOMATION APPLICATIONS.

E-mail Support (Troubleshooting)



Required Tools:

- PC running Windows 7® or higher
- S-7600 IPScom Communications Software

Download the latest **IPScom software** at:

<https://beckwithelectric.com/products/s-7600/>

Required Documentation:

- M-7679 Instruction Book
- M-7679 Application Guide
- Communications and Cybersecurity A.G.

Download the latest **M-7679 Instruction Book** at:

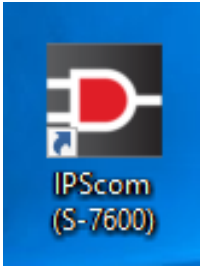
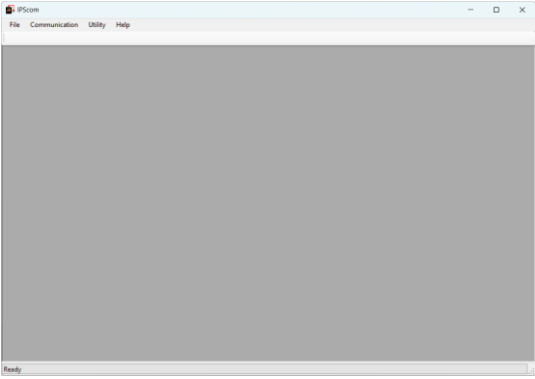
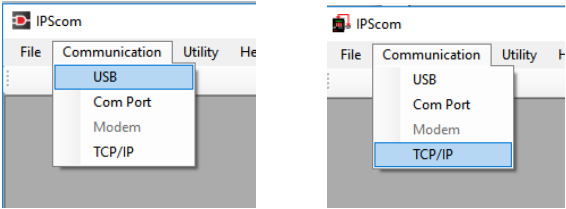
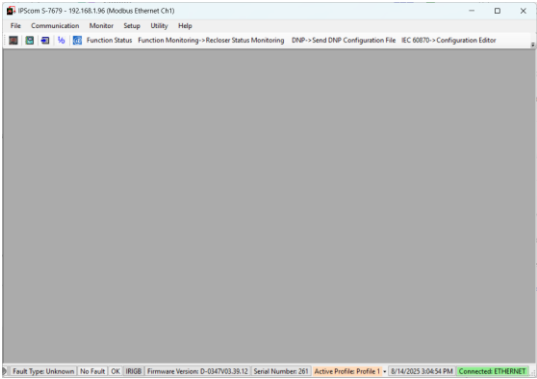
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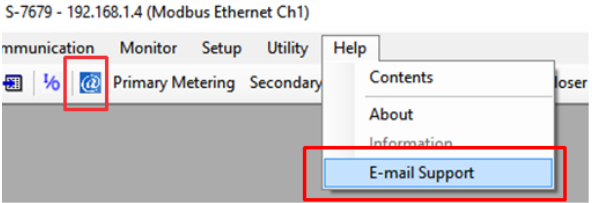
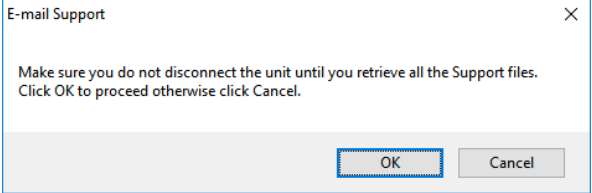
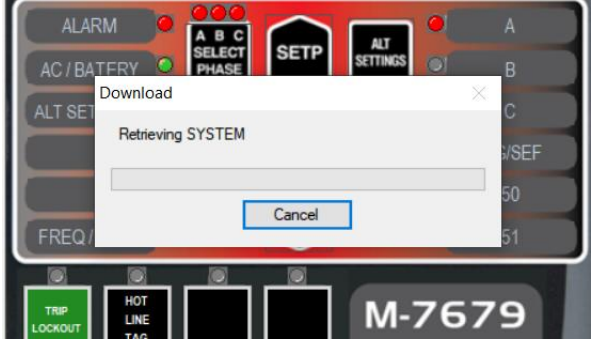
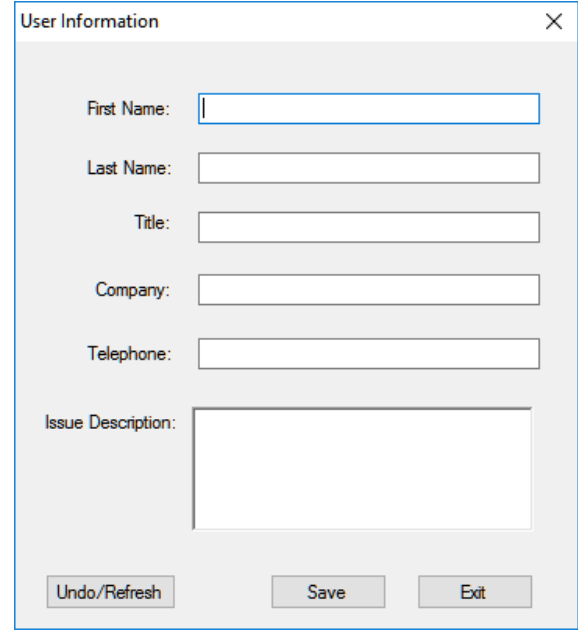


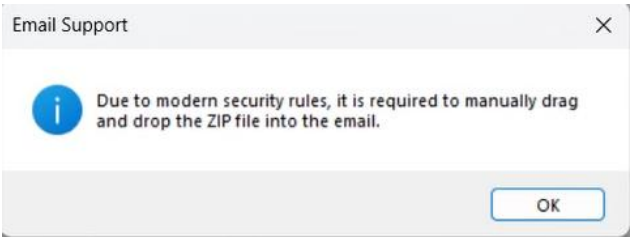
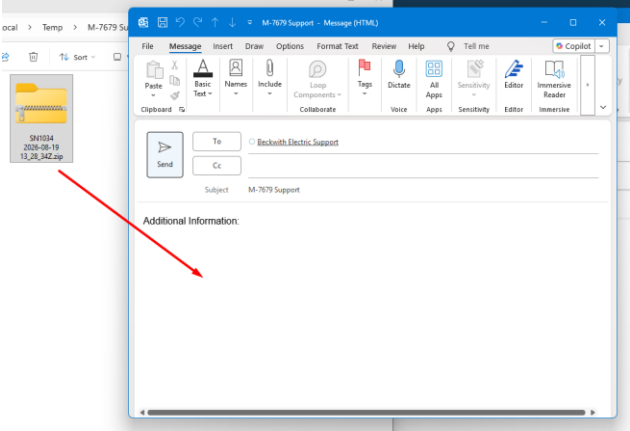
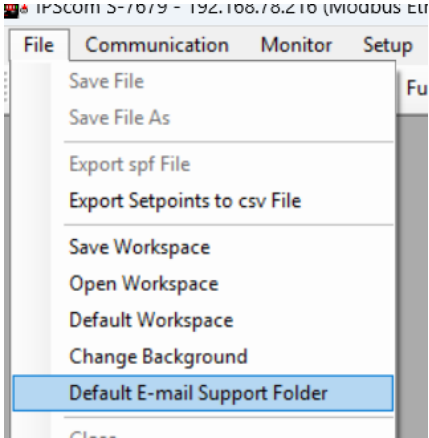
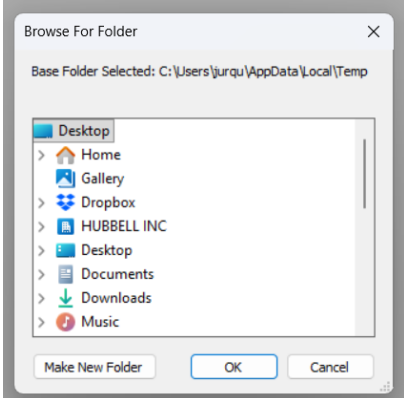
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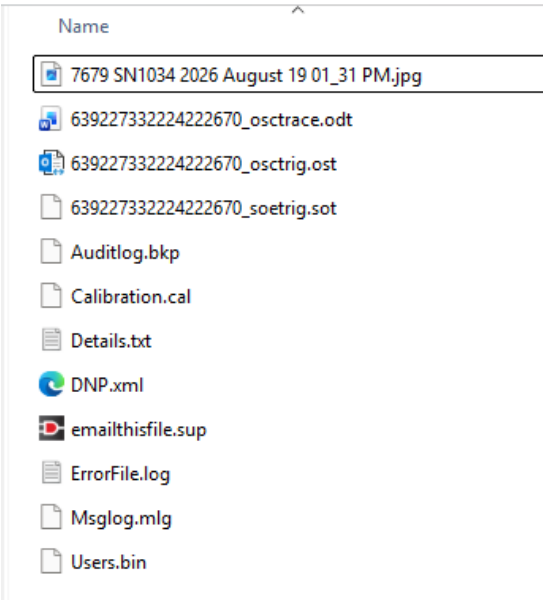
E-mail Support (Troubleshooting)

When connected to the **M-7679 R-PAC**, the E-mail Support feature allows the user to easily generate and send a technical support request email to BeckwithElectricSupport@hubbell.com. The email includes all relevant data files from the unit to assist with troubleshooting and support. This Quick Reference Guide describes the step-by-step process for using the **E-mail Support** feature.

1	Start IPScom Software by double-clicking the corresponding shortcut.	
2	IPScom will display the IPScom Main dialog screen.	
4	Establish a connection to the unit using either USB or TCP/IP mode.	
5	Once the connection is established, IPScom will display the Connected version of the IPScom main screen.	

6	E-mail support is available from the Help > E-mail Support menu or by selecting the @ icon in the Quick Access toolbar.	 The screenshot shows the top of the software interface with the title bar 'S-7679 - 192.168.1.4 (Modbus Ethernet Ch1)'. Below the title bar is a menu bar with 'Communication', 'Monitor', 'Setup', 'Utility', and 'Help'. The 'Help' menu is open, showing options: 'Contents', 'About', 'Information', and 'E-mail Support'. The '@' icon in the Quick Access toolbar is highlighted with a red box, and the 'E-mail Support' option in the Help menu is also highlighted with a red box.
7	IPScom will display an E-mail Support Do Not Disconnect confirmation screen. Select OK.	 The screenshot shows a dialog box titled 'E-mail Support' with a close button (X) in the top right corner. The text inside the dialog box reads: 'Make sure you do not disconnect the unit until you retrieve all the Support files. Click OK to proceed otherwise click Cancel.' At the bottom right, there are two buttons: 'OK' and 'Cancel'. The 'OK' button is highlighted with a blue dashed border.
8	The Download process will start. IPScom will open the BECO vHMI in the background and will show a series of Download Status screens as it retrieves the Control (*.sup) file.	 The screenshot shows a 'Download' dialog box with a close button (X) in the top right corner. The text inside the dialog box reads: 'Retrieving SYSTEM'. Below the text is a progress bar and a 'Cancel' button. The dialog box is overlaid on a background image of a control panel with various buttons and indicators.
9	Once the download process is complete, IPScom will show the User Information dialog screen where user can type the contact details as well as a description of the issue. Supplying user information though recommended, is not required to use the E-mail Support feature.	 The screenshot shows a 'User Information' dialog box with a close button (X) in the top right corner. The dialog box contains several input fields: 'First Name:', 'Last Name:', 'Title:', 'Company:', 'Telephone:', and 'Issue Description:'. At the bottom, there are three buttons: 'Undo/Refresh', 'Save', and 'Exit'.

10	In the background, IPScorn creates a .ZIP file containing all files downloaded from the unit and opens a new email message in Microsoft Outlook. IPScorn then displays a message informing the user that, due to security restrictions, the .ZIP file must be manually attached to the email that has been opened.	
11	IPScorn automatically opens the folder where the downloaded .ZIP file was saved and creates a new email message in Microsoft Outlook. The user must manually attach the .ZIP file to the email and include relevant details required for the technical support process. If required, the user can include additional E-mail addresses on To... and Cc... fields.	
12	If Outlook is not the default E-mail application, the user will need to send the Support files to the Support email address: beckwithelectronicsupport@hubbell.com IPScorn saves support files in a dedicated folder. To view the current save location or change the destination folder, navigate to File > Default E-mail Support Folder.	
13	Clicking this option opens a Browse window. In this window, the user can view the current download folder and select a new folder in a different location. It is recommended to configure a custom download folder that can be easily located when downloading support files.	

14	The retrieved support files are stored in a .ZIP file located in the selected folder. Once the .ZIP file has been extracted, the user can review its contents. The emailthisfile.sup file contains the IPScom settings and includes all configuration data and settings present in the M-7679 R-PAC when the support package was generated. The package also includes a .jpg image of the BECO vHMI, which records the LED status at the time the support files were collected. Additional files are provided for diagnostic, troubleshooting, and technical support purposes.	
End of Procedure.		

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