



How Do I Tell You If Something Goes Wrong With CDOAN-DNP3

Reporting Problems

Problems can be reported by sending an Email describing the problem to support@cdoan.cal.com. Please include a saved configuration file (.CDN) and a saved communication messages file (CMMSG).

To create these files:

1. Run CDOAN-DNP3 until you see an error
2. Stop
3. Create a CDN (configuration) file by selecting FILE and SAVE AS
4. Create a CMMSG file by selecting FILE, MESSAGES FILE, and SAVE CURRENT CONTENTS (this feature was added in release 2.3.27)

Attach both files to the Email