



RxLogger

Get targeted diagnostics for easier mobile device troubleshooting with centralized logging control

When your technical support team needs to troubleshoot, diagnose and resolve an issue on a Zebra mobile device, RxLogger makes it easier. This Mobility DNA tool enables the creation of an in-depth application and system log on a specific Zebra mobile device with the press of a button. And RxLogger is pre-installed on every Zebra mobile device, available to use free of charge the moment the device arrives at your facility.

Easy to configure

An easy graphical user interface makes it easy to configure RxLogger — you can control how much data is stored on the device, the type of data and the frequency of data collection.

Easy to use

To use RxLogger, simply open the utility. The four functions are presented on the home screen. The Settings button displays the panel for configuring RxLogger and diagdaemon settings, allowing

you to define what you want to collect and the data collection frequency. Start and Stop buttons begin and end data collection. And the About button displays version information for RxLogger and its related modules.

Built-in in-depth logging service

At the heart of RxLogger is diagdaemon, Zebra's custom logging service that collects data and event logs from the Android kernel, logcat and other system components.

Benefits

Faster and easier troubleshooting of Zebra mobile device issues

More productive and efficient technical support staff

Local or centralized log storage

The log files are stored on the mobile device and can be accessed manually during a troubleshooting session or pulled over the air into a centralized folder via your Enterprise Mobility Manager (EMM) or Zebra’s Mobility Extensions (Mx), another Zebra Mobility DNA tool. The centralized files can be filtered and displayed easily, allowing IT support technicians to access the exact data they need on a specific device with a few keystrokes.

No-cost complimentary application

This no-cost software utility is installed on every Zebra device, ready to use as soon as you open the box — no licensing required.

RxLogger Modules	Description
ENABLED BY DEFAULT	
ANR	Controls collection of data from Android “Application Not Responding” (ANR) events.
Kernel	Captures kmsg data from the Android system and outputs it to a series of numbered files.
Logcat	Captures data from all or specific Android internal logging mechanisms, also known as logcat buffers: system, event, radio and/or main. Crash data from any of the logcat buffers can be stored in separate files or combined into a single file.
Ramoops	Captures the last kmsg from the device, writing it to persistent memory immediately prior to a system crash.
Resource	Captures device information and system statistics at specified intervals to determine the health and behavior of device resources over a period of time.
Snapshot	Captures device information and system statistics at each “moment in time” to determine the health and behavior of device resources over a specified period.
Tombstone	Collects the Android native crash logs from the device.
DISABLED BY DEFAULT	
Long Term Storage (LTS)	Gathers log files generated by other active modules and stores them together to enable device health and behavior analysis over a period of time.
Qxdm	Captures Qualcomm Modem logs via a Qualcomm utility, which can be configured and integrated into RxLogger for seamless collection of all logs related to a specific device.
Tcpdump	Captures packet data for all device network connections.

For complete details on RxLogger modules, please visit <https://techdocs.zebra.com/rxlogger/5-4/guide/modules/>
 For more information on RxLogger, please visit <https://techdocs.zebra.com/rxlogger>



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