

SVT Debug Log Saving E1000,i940,i1100,i1100wn,i2000,i3000,S2000,S2000w,i4x50,i5x50

The host drivers CD listed below or newer versions are required for this log saving process to be available.

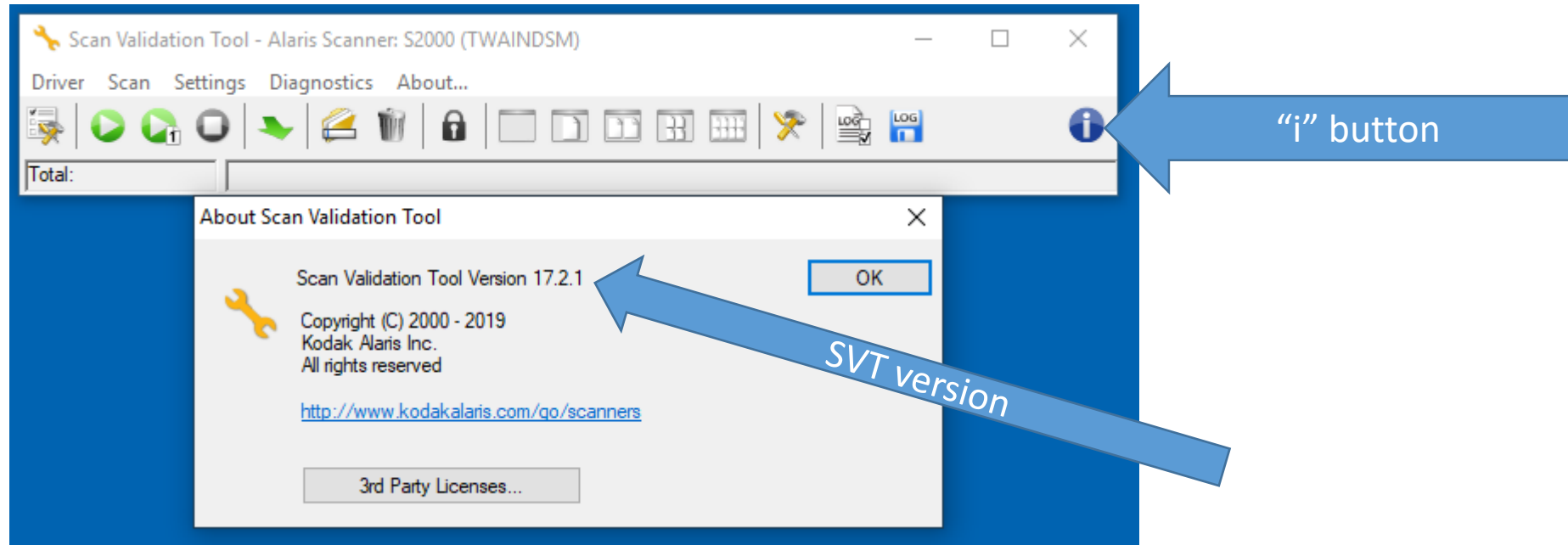
Please update drivers and firmware from support.alarisworld.com

Product Family	Driver CD version (or higher) which supports
i940	5.3
i1100	2.16
i1100WN	1.04
i2000	4.14
i2900	5.01
i3000	3.12
i4x50	1.4.1
i5x50	3.3
S2000	1.16
S2000w	1.18
E1000	1.8 (SVT 16.0)

Check Version of SVT for correct steps to follow

Execute SVT and connect to scanner

Click on the “i” button



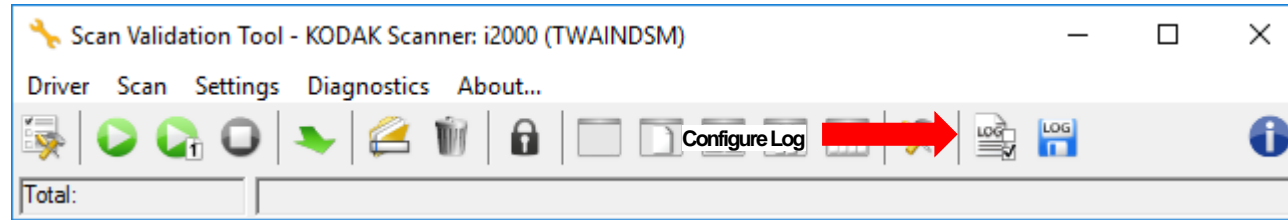
If SVT version is 16.0.0 or lower go to slide 8

It is highly recommended to update your scanner firmware, driver and SVT to the newest versions for optional functionality

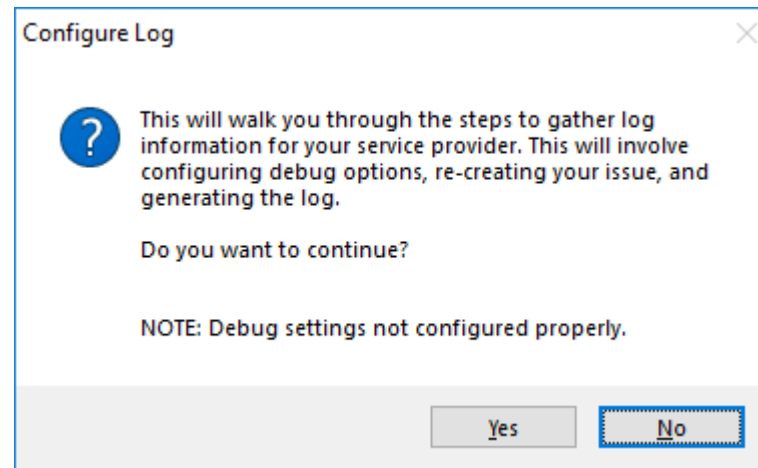
SVT Debug Log Saving for SVT >= 16.0.0

E1000,i940,i1100,i1100wn,i2000,i2900, i3000,S2000,S2000w,i4x50,i5x50

How to Enabled debug and save logs without having to open the driver UI



- Click on Yes



SVT Debug Log Saving for SVT >= 16.0.0

E1000,i940,i1100,i1100wn,i2000,i2900, i3000,S2000,S2000w,i4x50,i5x50

How to Enabled debug and save logs without having to open the driver UI

- Check the problem from the list
 - Image Quality will save debug images other options do not save images
- Check the driver involved
 - Check I do not know will turn on debug for all drivers installed for connected scanner
- Click on Next

Configure Log

Select the appropriate options, then press 'Next'.

Select the problem you are having:

- My application or computer is unable to connect to my scanner
- My application crashes - before I see the first page
- My application crashes - any time after I see the first page
- Image quality (e.g. cropped incorrectly, missing or faded text)
- My problem is not listed

Select the driver interface your application uses:

- TWAIN
- ISIS
- WIA
- Proprietary
- I do not know

Next > Cancel

- If Image quality is the selection as the problem, only scan non-confidential documents. Images of the scanned document will be saved in the logs.

If Image Quality is checked and scanner is an i4x50 or i5x50 go to next slide.
If not skip the next slide and go to page 6

SVT Debug Log Saving for SVT >= 16.0.0

E1000,i940,i1100,i1100wn,i2000,i2900, i3000,S2000,S2000w,i4x50,i5x50

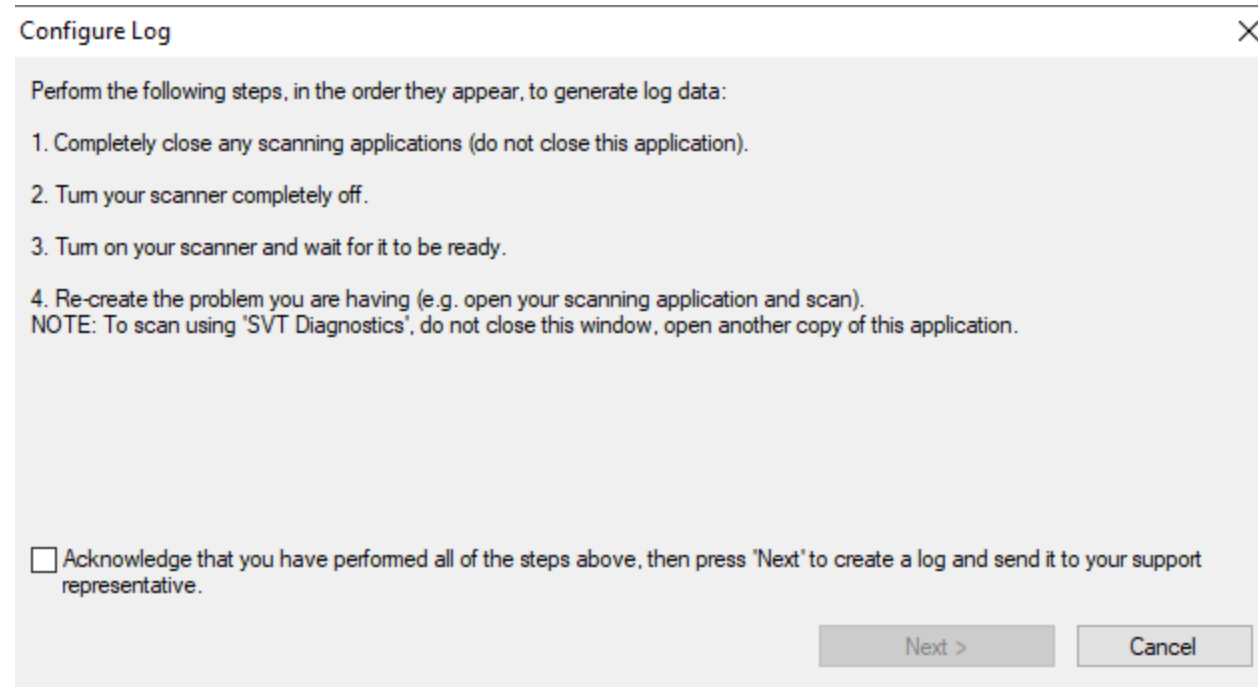
Special Steps for i4x50 and i5x50 if Image Quality was checked in previous step, this step is not needed for other products

- **For Image quality on i4x50 and i5x50, alterations must be installed on the scanner.**
- **To install the alterations do the following through the scanner OCP.**
- **Scroll to the Diagnostics and select**
- **Scroll to Alterations and select**
- **Select Image Processing.**
- **In the following two alterations.**
 - FRONT_CAPTURE_RAW_MODE
 - Value = 1
 - REAR_CAPTURE_RAW_MODE
 - Value = 1
- **Exit the alterations and diagnostics and scanner will prompt to reboot the scanner.**

SVT Debug Log Saving for SVT >= 16.0.0

E1000,i940,i1100,i1100wn,i2000,i2900, i3000,S2000,S2000w,i4x50,i5x50

With this screen left open, follow the instructions on the screen.



- After Problem has been created using customer scanning application continue
- SVT can be run a 2nd time to recreate the problem while this screen is left open

SVT Debug Log Saving for SVT >= 16.0.0

E1000,i940,i1100,i1100wn,i2000,i2900, i3000,S2000,S2000w,i4x50,i5x50

- Fill in Create Log form
 - Enter Service Max Case or 999999 if a case is not open.
 - Make sure desktop is checked
 - Automatically upload will attempt to save logs to a service website (check or uncheck based on internet computer connection and ability to upload file)
 - Click Create
- A .eklog file will be saved to the desktop of the computer (may also be uploaded)
- Send the EKLOG file to whom you are working with Kodak Alaris

The screenshot shows the 'Create Log' dialog box with the following fields and values:

- Issue Information:**
 - Case Number (ServiceMax): 987654
 - Problem Description: (empty text area)
- Scanner:**
 - Model: S2050
 - Serial Number: 12345678
- Customer Information:**
 - Site Name: Customer Site
 - Country: United States (US&C)
- Folder:**
 - Desktop (selected)
 - (empty text field)
 - Browse...
 - Delete all previous .eklog files
 - Automatically upload to service website

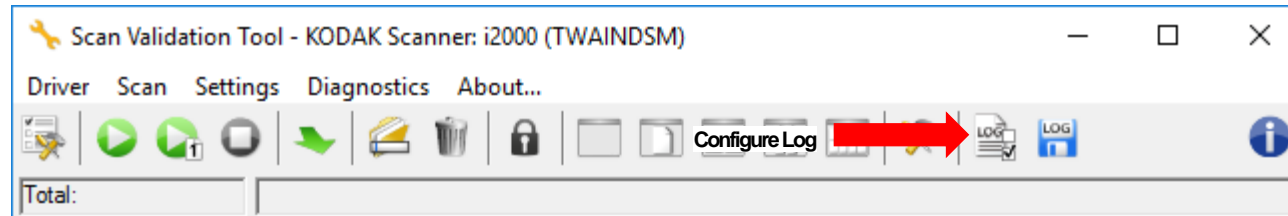
Buttons: Create, Cancel

Log Save for SVT < 16.0

It is highly recommended to update your scanner firmware, driver and SVT to the newest versions for optional functionality

SVT Debug Log Saving SVT <16.0 with i940,i1100,i1100wn,i2000,i3000,S2000,S2000w,i4x50,i5x50

How to Enabled debug and save logs without having to open the driver UI

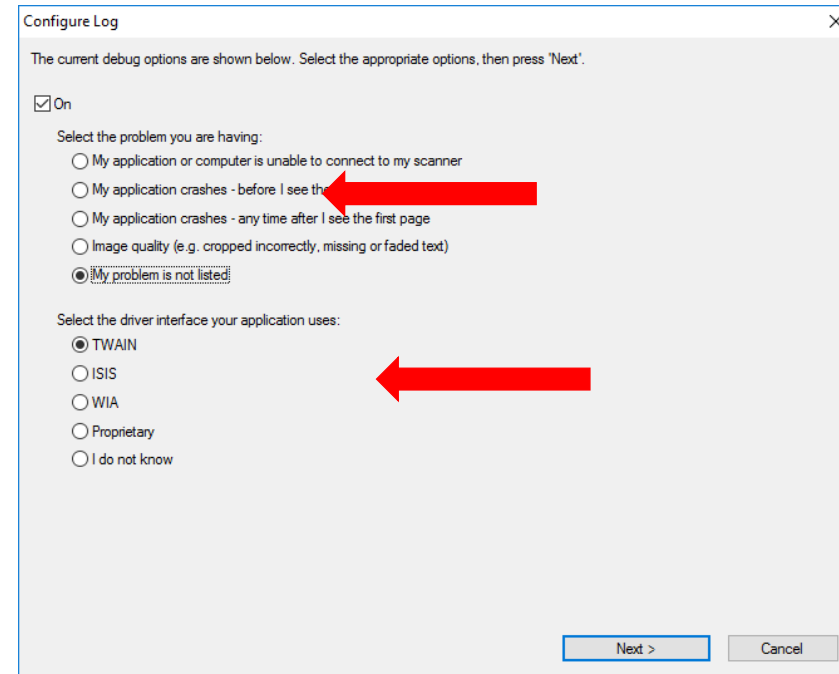


SVT Debug Log Saving SVT <16.0 with i940,i1100,i1100wn,i2000,i3000,S2000,S2000w,i4x50,i5x50

How to Enabled debug and save logs without having to open the driver UI



- Check On (does not exist with SVT 16.0 or higher)
- Check the problem from the list
 - Image Quality will save debug images other options do not save images
- Check the driver involved
 - Check I do not know will turn on debug for all drivers installed for connected scanner
- Click on Next



- If Image quality is the selection as the problem, only scan non-confidential documents. Images of the scanned document will be saved in the logs.

If Image Quality is NOT check, go to page 13

SVT Debug Log Saving SVT <16.0 with i940,i1100,i1100wn,i2000,i3000,S2000,S2000w,i4x50,i5x50

Special Steps for i4x50 and i5x50 if Image Quality was checked in previous step, this step is not needed for other products

- **For Image quality on i4x50 and i5x50, alterations must be installed on the scanner.**
- **To install the alterations do the following through the scanner OCP.**
- **Scroll to the Diagnostics and select**
- **Scroll to Alterations and select**
- **Select Image Processing.**
- **In the following two alterations.**
 - **FRONT_CAPTURE_RAW_MODE**
 - **Value = 1**
 - **REAR_CAPTURE_RAW_MODE**
 - **Value = 1**
- **Exit the alterations and diagnostics and scanner will prompt to reboot the scanner.**

SVT Debug Log Saving SVT <16.0 with i940,i1100,i1100wn,i2000,i3000,S2000,S2000w,i4x50,i5x50

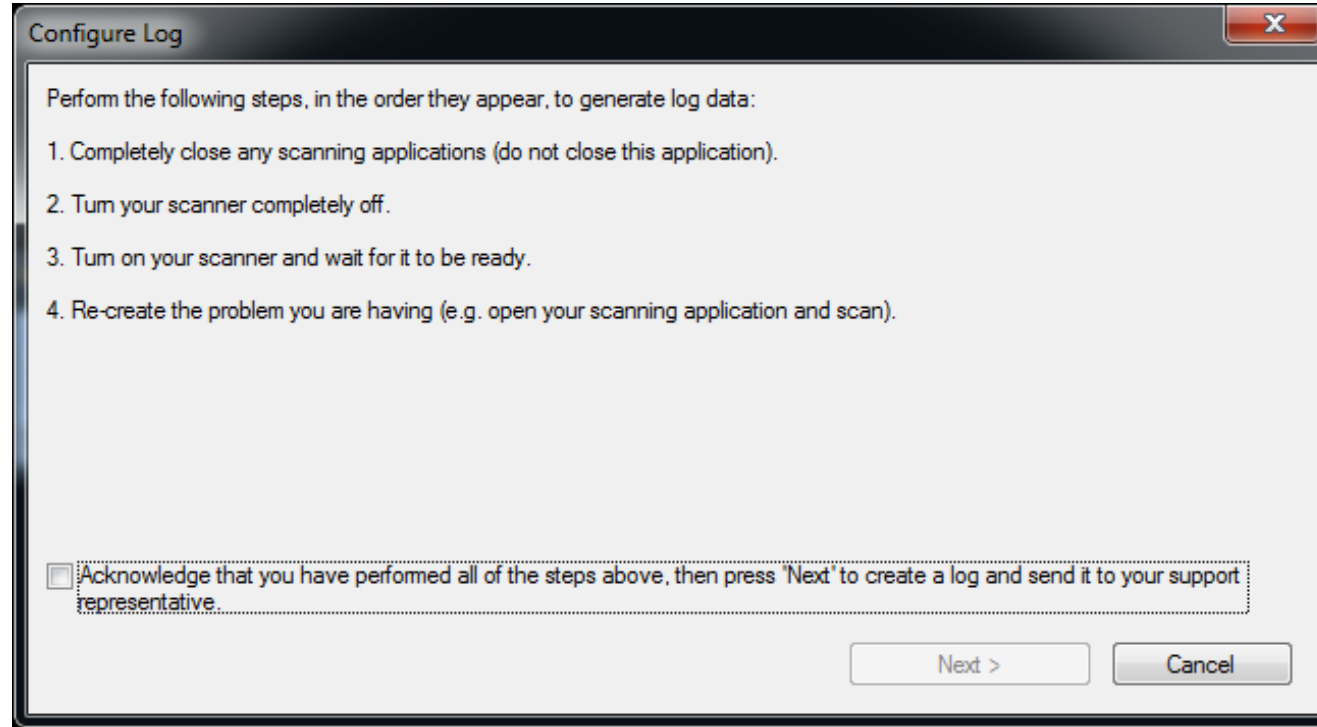
Special Steps for i940,i1100,i1100wn,i2000,i3000 if ISIS driver and Image Quality was checked in previous step, this step is not needed for other products

- For Image quality on i940,i1100,i1100wn,i2000,i3000 and ISIS driver file must also be edited for the debug images to be saved.
- Edit the file C:\Users\\AppData\Roaming\ISIS Drivers\setscan.ini
- Find the heading Scanner and add the lines in RED below

```
[Scanner]
Driver=<scannername>
SDKDebug=-1
SDKDebugFile=C:\ProgramData\kds_kodak\kds_s2000\isis\dbg.log
KDSDebug = 4
KDSDebug = 2
SDKDebugAppend=1
```
- Save setscan.ini changes

SVT Debug Log Saving SVT <16.0 with i940,i1100,i1100wn,i2000,i3000,S2000,S2000w,i4x50,i5x50

With this screen left open, follow the instructions on the screen.



- SVT can be run a 2nd time to recreate the problem while this screen is left open

SVT Debug Log Saving for SVT < 16.0.0

i940,i1100,i1100wn,i2000,i2900, i3000,S2000,S2000w,i4x50,i5x50

- Fill in Create Log form
 - Enter Service Max Case or 999999 if a case is not open.
 - Make sure desktop is checked
 - Automatically upload will attempt to save logs to a service website (check or uncheck based on internet computer connection and ability to upload file)
 - Log file uses e-mail to upload file so e-mail file size limits may prevent log from being uploaded.
 - Click Create
- A .eklog file will be saved to the desktop of the computer (may also be uploaded)
- Send the EKLOG file to whom you are working

Create Log

Issue Information

Case Number (ServiceMax):

Problem Description:

Scanner

Model: S2040 Serial Number: 67533620

Customer Information

Site Name: lab

Country: United States US&C

Folder

Desktop

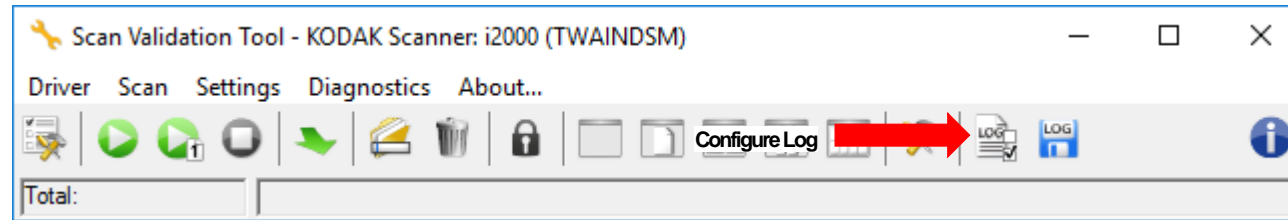
Delete all previous .eklog files

Include scanned debug images

Automatically upload to service website

SVT Debug Log Saving for SVT < 16.0.0 i940,i1100,i1100wn,i2000,i2900, i3000,S2000,S2000w,i4x50,i5x50

After log is saved
Turn off debug



- Uncheck On
- Click Next and then cancel on the following screen
- Turn off alterations on i4x50 or i5x50 if used.
- Edit setscan.ini file for ISIS driver if used

