

Creating DEBUG Logs for the Kodak TWAIN Driver Version 8 or Higher.

If you have been requested to create DEBUG logs by Kodak Support to help in resolving a potential problem with a Kodak Scanner or Application that is using the Kodak developed TWAIN driver please follow the procedure below.

Please follow the procedure exactly so that all the needed information is captured within the log set. The DEBUG log collection function was designed to collect information from the Scanner as well as information that are created on the host PC so it is important that the scanner not be powered off before creating the log so that all information will be collected.

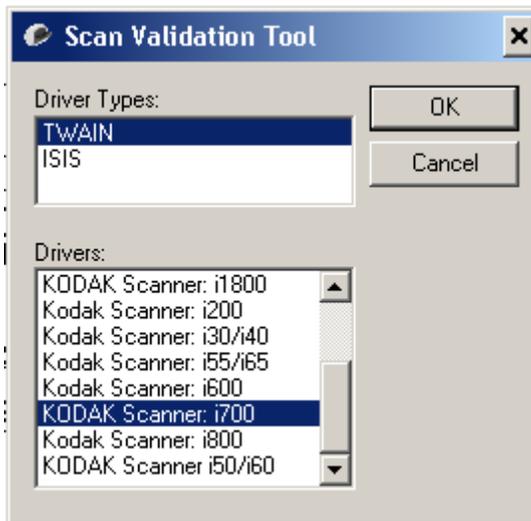
You may be asked to enter an 'FE key' into the Kodak Validation Tool (SVT) to enable access to special development level (trace) logs within the scanner. You will not see these logs but they will be saved within the *.eklog file that is created. If you have not been supplied with a key then you may skip number 2-8 below.

- 1) Go to the host PC that is connected the Scanner.
- 2) If you have been provided with a key (for example: **674WTYBE2K9QRS1C**)

Then go to:Start>All Programs>Kodak>Document Imaging>

Scan Validation Tool

- 3) When the program opens click on the TWAIN Driver Type and choose your Kodak Scanner model from the list of Drivers.

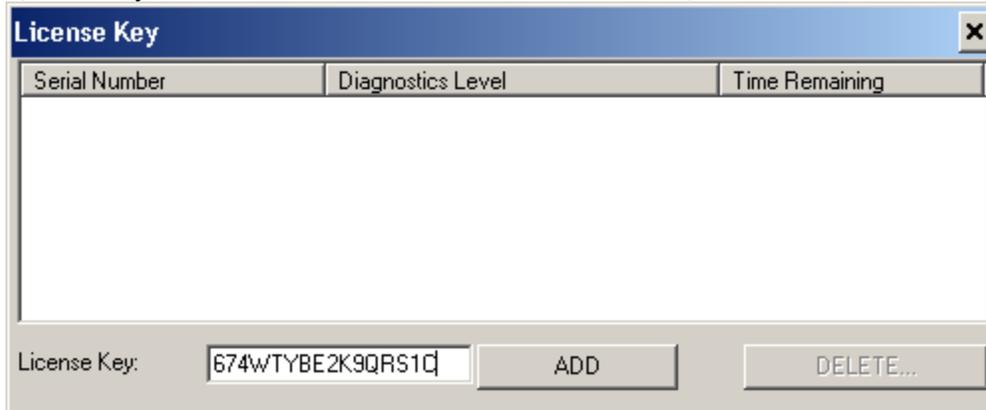


- 4) Click the Key Icon in the Tool Bar.



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- 5) Enter the Key provided and click ADD.
(Note only UPPER CASE characters should be used.)



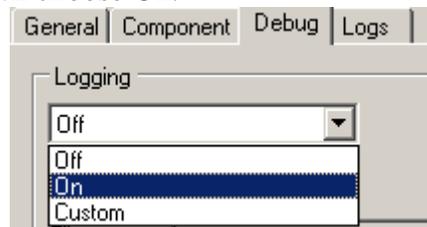
- 6) The Diagnostic level will change to 3-EOL Diagnostic.
7) Close the License Key window with the  in the upper right corner.
8) Close the main SVT window with the  in the upper right corner.
9) Reopen the SVT tool as you did above in step 2 and choose your scanner model. (If you do not close and reopen the SVT application after entering the key the update may not take effect.)
10) At the main SVT window click the SETUP icon in the toolbar.



- 11) In the bottom left of the window click 
12) In the bottom of the window click 
13) In the bottom right of the window click 
14) At the top of the next window choose the Debug Tab.



- 15) From the Logging drop down choose On.



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- 16) TWAIN DEBUG logging is now enabled. Exit the SVT Application with  the  then  from the main SVT window. All a log of all TWAIN activity will now be on the host computer. A new log is created each time a TWAIN application is started and the last two logs are saved.
- 17) You now need to recreate the issue that is being investigated using your normal Scanning Application. (Kodak Capture Software Pro, Ascent Capture, Kofax Capture....)
- 18) After the issue or problem has been recreated. Exit your host application. Do not power off the scanner.
- 19) We now need to back into the SVT tool to save the DEBUG logs to a *.eklog file that can be sent to Kodak for investigation. Open the SVT tool as you did above in step 2 and choose your scanner model. (If you do not close and reopen the SVT application after entering the key the update may not take effect.)
- 20) At the main SVT window click the SETUP icon in the toolbar.



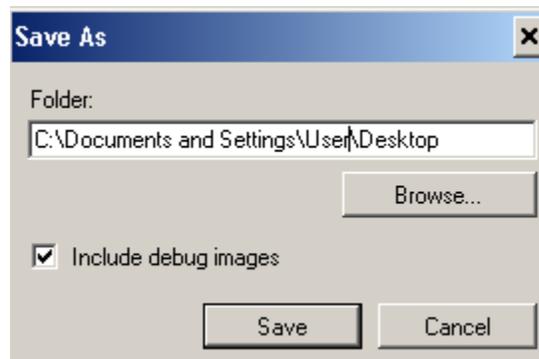
- 21) In the bottom left of the window click .
- 22) In the bottom of the window click .
- 23) In the bottom right of the window click .
- 24) This time go to the Logs tab.



- 25) Then Choose the Save As icon from the right side of the screen.



- 26) From the Save As window use the browse button to select your desktop and save the log with the Save button. A file named kds_ixxx.eklog (where xxx is the model of you scanner) will be saved.



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- 27) The *.eklog file and any other important information that may have been requested should be emailed to your Kodak Support contact. The following are examples of other information that may be requested.
- 1) Version numbers of the host software (ie: Kodak Capture v6.11c or Kofax Ascent Capture v7.5 with VRS version 4.1 service pack 2)
 - 2) Scanned Images that were made during the creation of the log.
 - 3) A detailed description of what the problem is. (i.e.: The scanner will halt with a use correctable error, pressing the green Scan button will restart scanning normally. The problem occurs about every 20,000 pages or 2 times a day.)
 - 4) A detailed description of the operator's interaction with the scanner when the problem occurs. (I.e. The error always occurs after attempting to scan a thin plastic notebook separator sheet that is black and has large square holes a big and a numbered tab sticking out of the top.)
 - 5) A detailed description of the Image processing parameters that were being used.
 - 1) Simplex or Duplex.
 - 2) Color or Grayscale and/or Black and white.
 - 3) Thresholding being used (ATP or iThresholding)
 - 4) Cropping (Auto, Aggressive or Fixed)
 - 5)
 - 6) Any other information that you think is relevant (i.e. The problem only happens when the paper is feed portrait in to the scanner.)
- 28) After the log has been created it is important that the DEBUG logging feature of the TWAIN driver be turned off as it may slightly reduce the performance of the TWAIN driver on some host PCs. Follow the instructions above to go to the Debug tab of the Diagnostic window of the SVT tool.
- 29) Set the Logging level to Off from the drop down list and exit the SVT Tool.