

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

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

Please update drivers and firmware from [support.alarisworld.com](http://support.alarisworld.com)

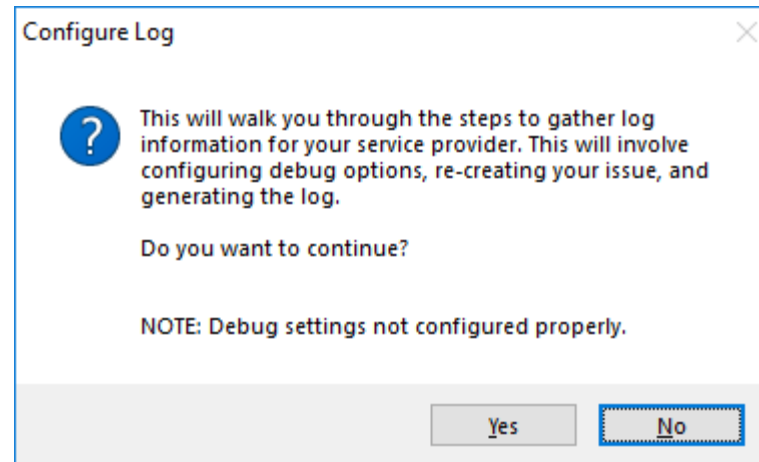
Product Family	Driver CD version (or higher) which supports
i940	5.3
i1100	2.16
i1100WN	1.04
i2000	4.14
i2900	5.01
i3000	3.12
i4x50	1.4.1
i5x50	3.3
S2000	1.16
S2000w	1.18
E1000	1.8 (SVT 16.0)

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

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



- If E1000 (SVT 16.0) driver has been installed on the computer a confirmation screen will be seen
- Click on Yes
- If SVT is version earlier than this screen will not appear.

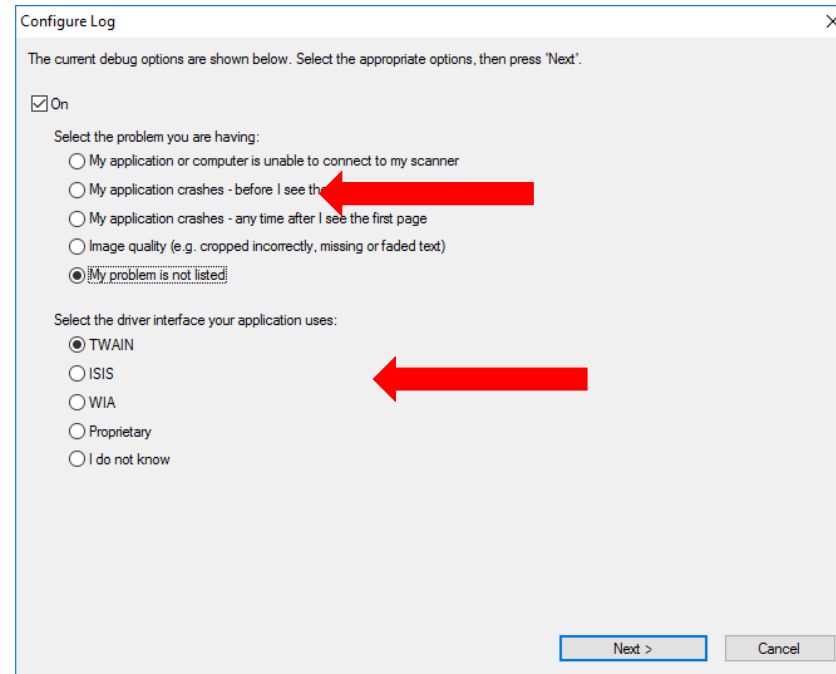


# SVT Debug Log Saving E1000,i940,i1100,i1100wn,i2000,i3000,S2000,S2000w,i4x50,i5x50

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 6

# SVT Debug Log Saving E1000,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 E1000,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

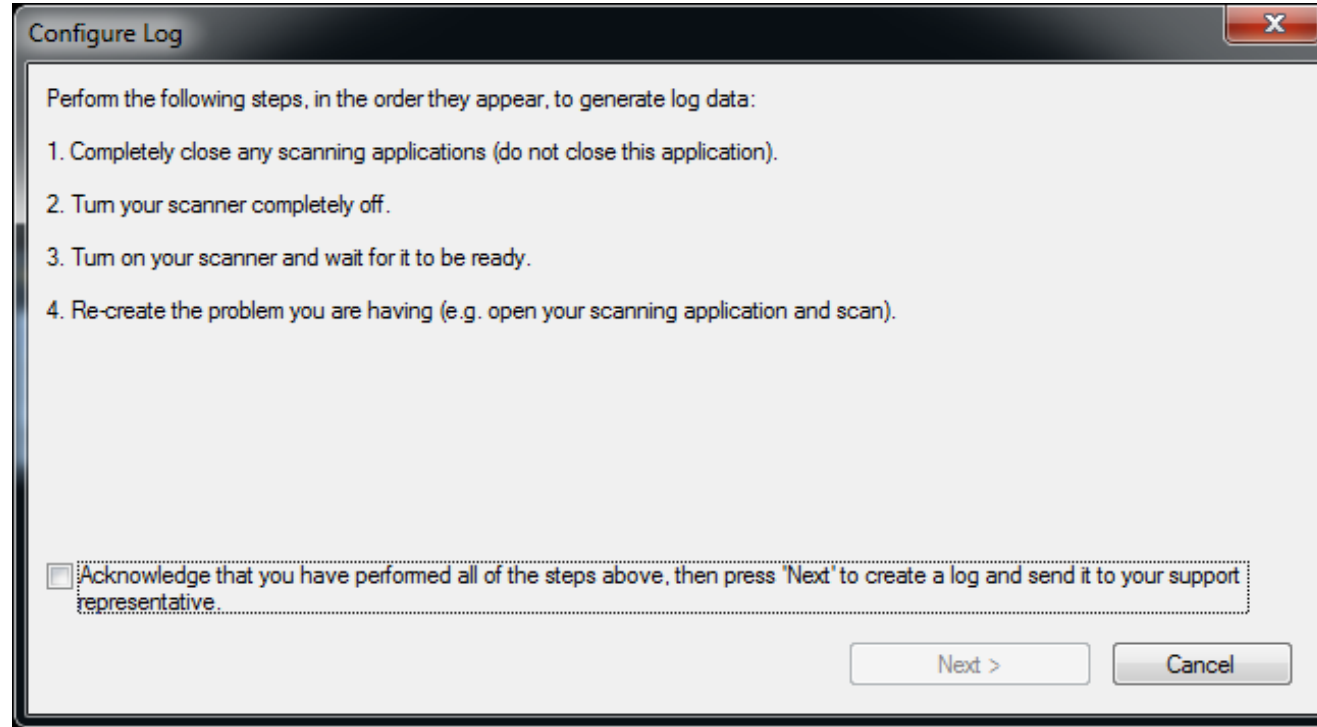
- For Image quality on i940,i1100,i1100wn,i2000,i3000 and ISIS driver file must also be edited for the debug images to be saved.
- Edit the file C:\Users\\AppData\Roaming\ISIS Drivers\setscan.ini
- Find the heading Scanner and add the lines in RED below

```
[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 E1000,i940,i1100,i1100wn,i2000,i3000,S2000,S2000w,i4x50,i5x50

Skip to Page 10 if E1000 (SVT 16.0) has been installed on this computer

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

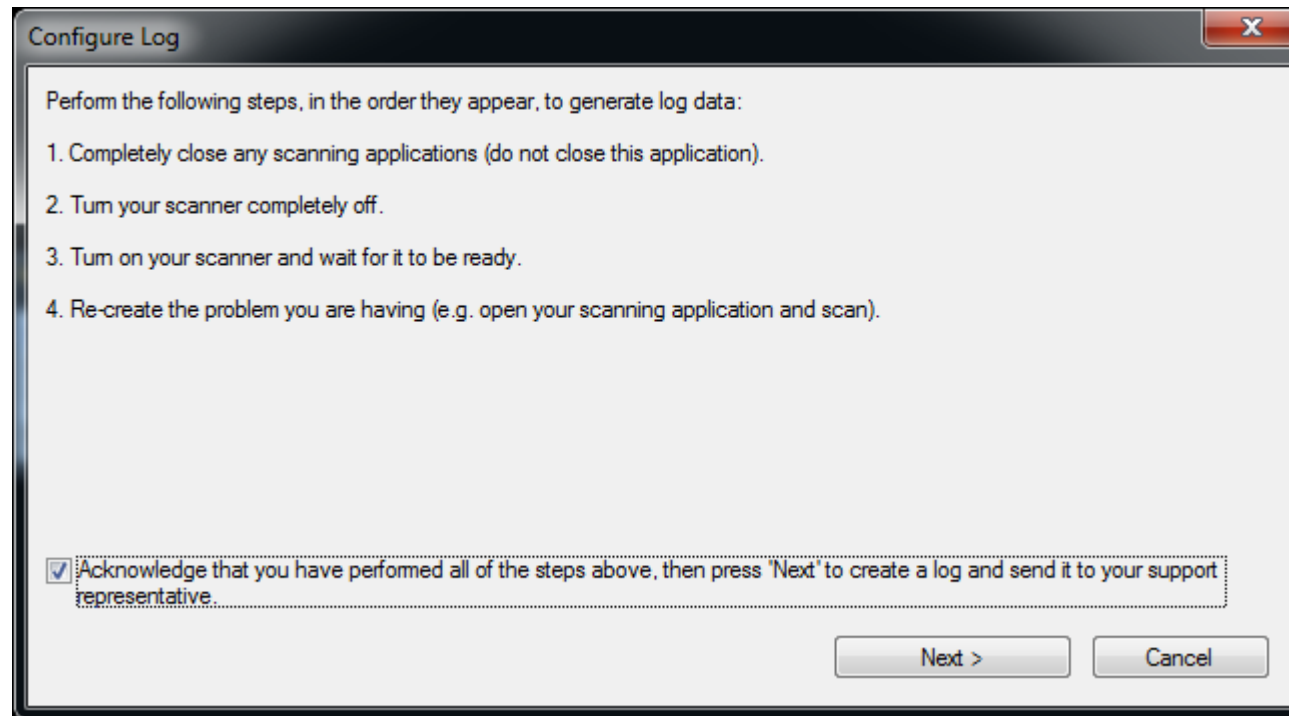


- After Problem has been created using customer scanning application continue
- SVT can be run a 2<sup>nd</sup> time to recreate the problem while this screen is left open

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

Skip to Page 10 if E1000 (SVT 16.0) has been installed on this computer

- Check the Acknowledge box



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

Skip to Page 10 if E1000 (SVT 16.0) has been installed on this computer

- 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 details:

- 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:**
  - Selected: Desktop
  - Text field: (empty)
  - Button: Browse...
  - Checked: Delete all previous .eklog files
  - Unchecked: Automatically upload to service website
- Buttons:** Create, Cancel

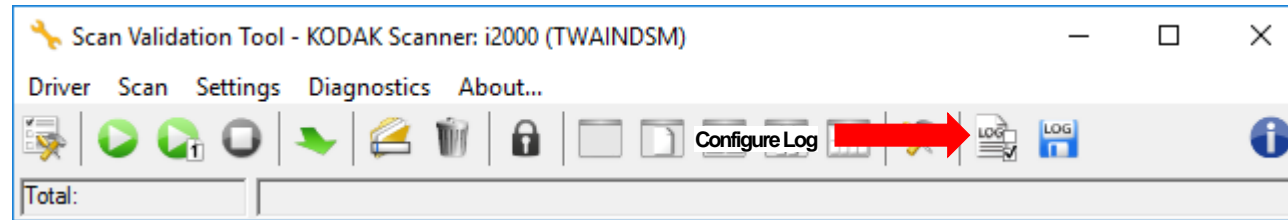


# SVT Debug Log Saving E1000,i940,i1100,i1100wn,i2000,i3000,S2000,S2000w,i4x50,i5x50

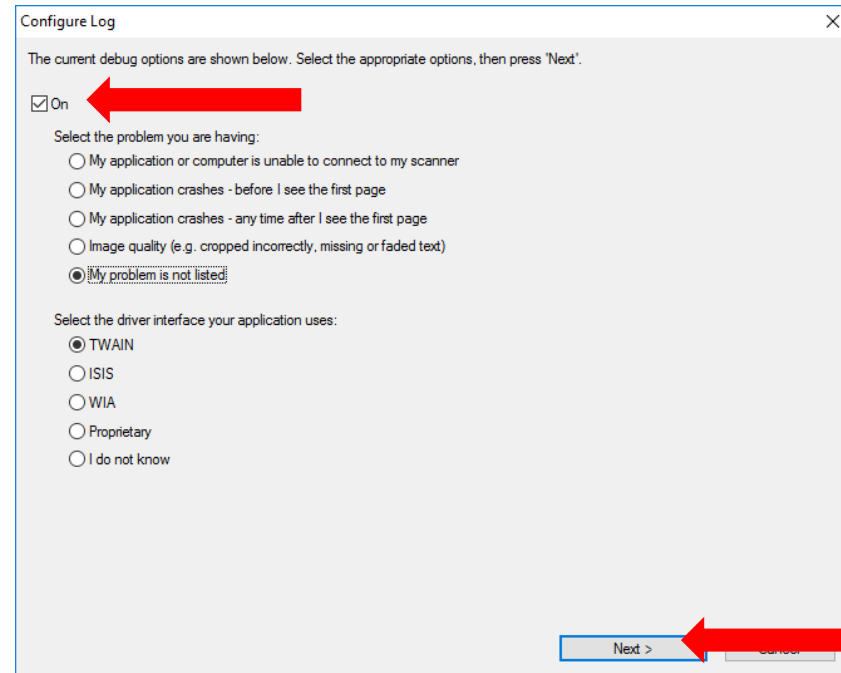
Skip to Page 10 if E1000 (SVT 16.0) has been installed on this computer

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



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

Use these steps if E1000 (SVT 16.0) has been installed on this computer

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

Configure Log

Perform the following steps, in the order they appear, to generate log data:

1. Completely close any scanning applications (do not close this application).
2. Turn your scanner completely off.
3. Turn on your scanner and wait for it to be ready.
4. Re-create the problem you are having (e.g. open your scanning application and scan).

NOTE: To scan using 'SVT Diagnostics', do not close this window, open another copy of this application.

Acknowledge that you have performed all of the steps above, then press 'Next' to create a log and send it to your support representative.

Turn off debug

Next > Cancel

Make sure Turn of debug is checked or Debug will be enabled and the system will run slower

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

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

Use these steps if E1000 (SVT 16.0) has been installed on this computer

- 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 with Kodak Alaris

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