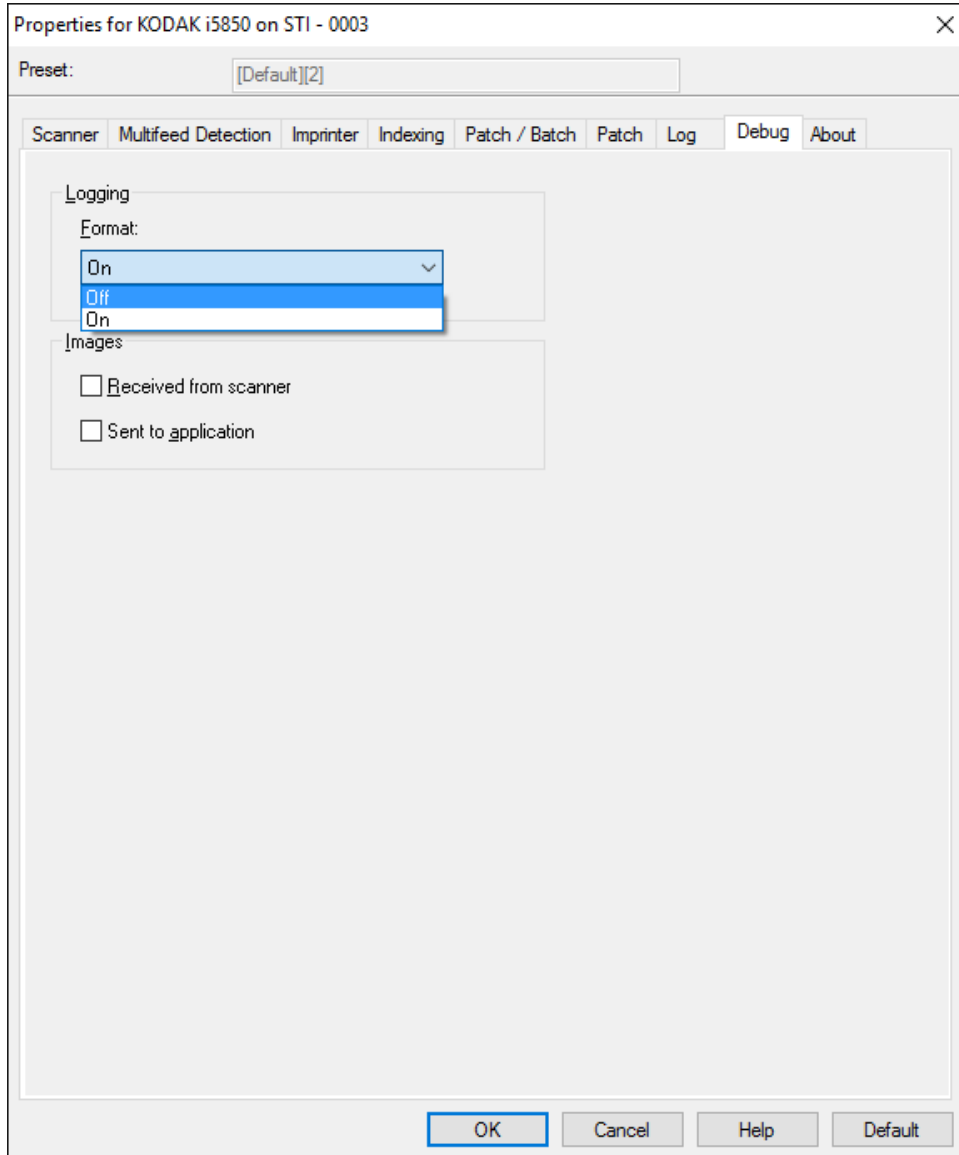


## Creating an ISIS Debug log.

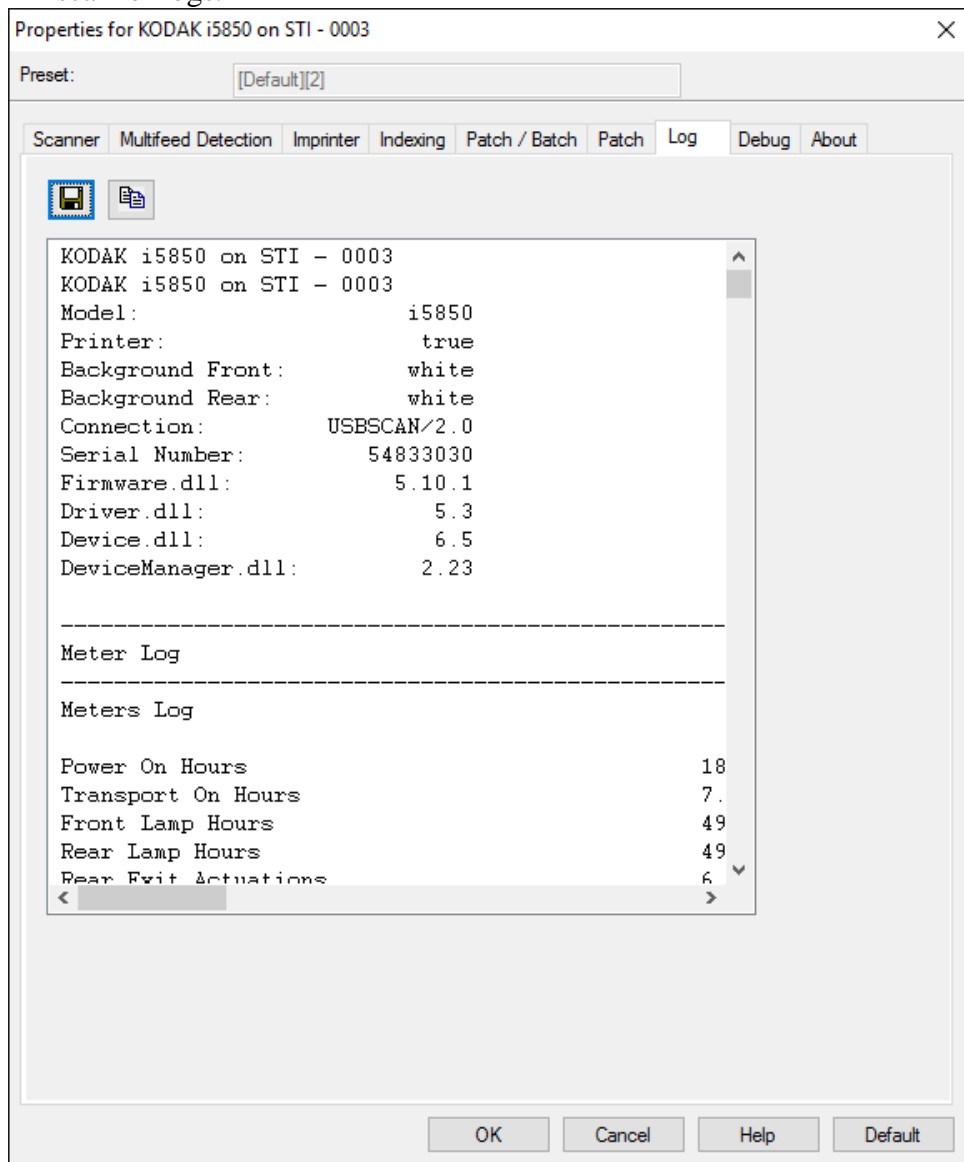
To enable ISIS Debug logging for the i5x50 scanners with ISIS driver version eki5200\_2.0.11603.14001 or greater.

- 1) Open the ISIS driver User Interface
- 2) Open the ISIS driver and find the DEBUG Tab and change the Format tab from Off to On
  - a. If debugging a problem with an image processing feature check the Received from scanner and Sent to application boxes. This will make the log file very large as it will include debug images.
  - b. Leaving debugging on may slow down the system due to the extra logging which is being done so it should not be left on.



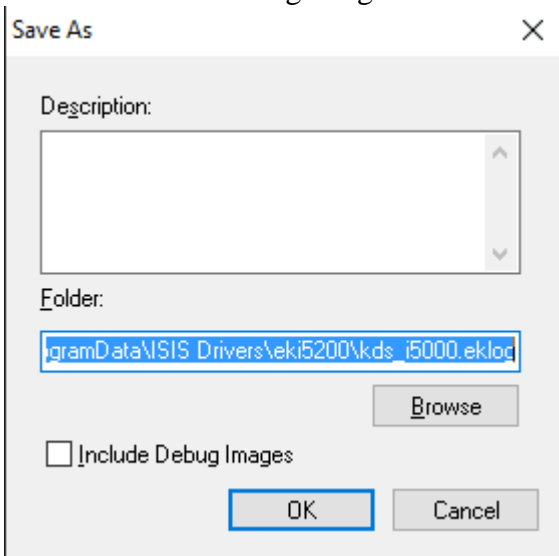
## Creating an ISIS Debug log.

- 3) Exit the driver and the restart the driver.
- 4) Create the problem which is occurring.
- 5) Open the ISIS driver and find the log Tab and click on the disk icon to save the logs. This will save the scanner logs.



## Creating an ISIS Debug log.

- 6) The save logs screen will appear
- 7) Navigate using the browse button to the directory you want to save the log file.
  - a. If there are debug images to save to the logs, check that box



- 8) To save the ISIS Driver log, go to C:\ProgramData\ISIS Drivers\eki5200\Logs and copy the log files (i.e. eki5200\_20160502\_081849.log) to a location to be saved.
- 9) Both the kds\_i5000.eklog and the eki5200\_20160502\_081849.log files are needed to fully debug problems.

## Creating an ISIS Debug log.

- 10) If these tab are not available check the ISIS driver version by opening the About tab  
a. The version need to be eki5200\_2.0.11603.14001 or greater.

