

Product: NIS Elements v4.0, v4.1; AR, BR, D
Revision: 2012/09/21

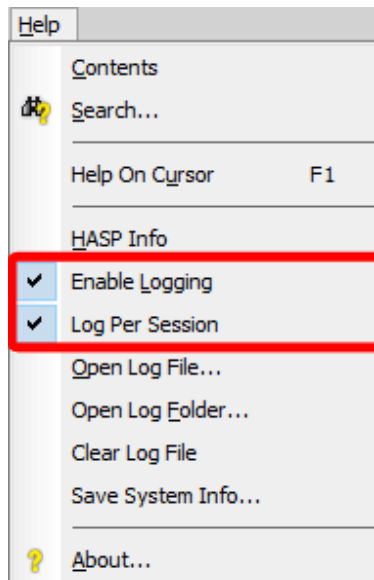
How to send log files

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Correct settings and valid log files

1. Start NIS-Elements
2. Go to the menu [Help]
3. Enable two items - [Enable Logging] and [Log Per Session]



4. Close NIS-Elements
5. Start NIS-Elements again and reproduce the issue you want to report to Technical Support (techsupp@lim.cz)

- If the application is still properly working after the problem was reproduced, go to the menu [Help] and select [Open Log File...] and save the log file to the desired location -> then you just attach this file to the e-mail with the description of the problem.
- If an application error occurs, go to the location **C:\ProgramData\Laboratory Imaging\Platform\Logfiles** using Windows Explorer or any other file manager and attach to the email the latest log file with the ".log" extension and also the latest file with the ".bin" extension if available.

NOTE: The folder [ProgramData] is hidden by default. To unhide it, please see: **How do I make hidden folders visible in Microsoft Windows 7** chapter).

How do I choose the latest log files?

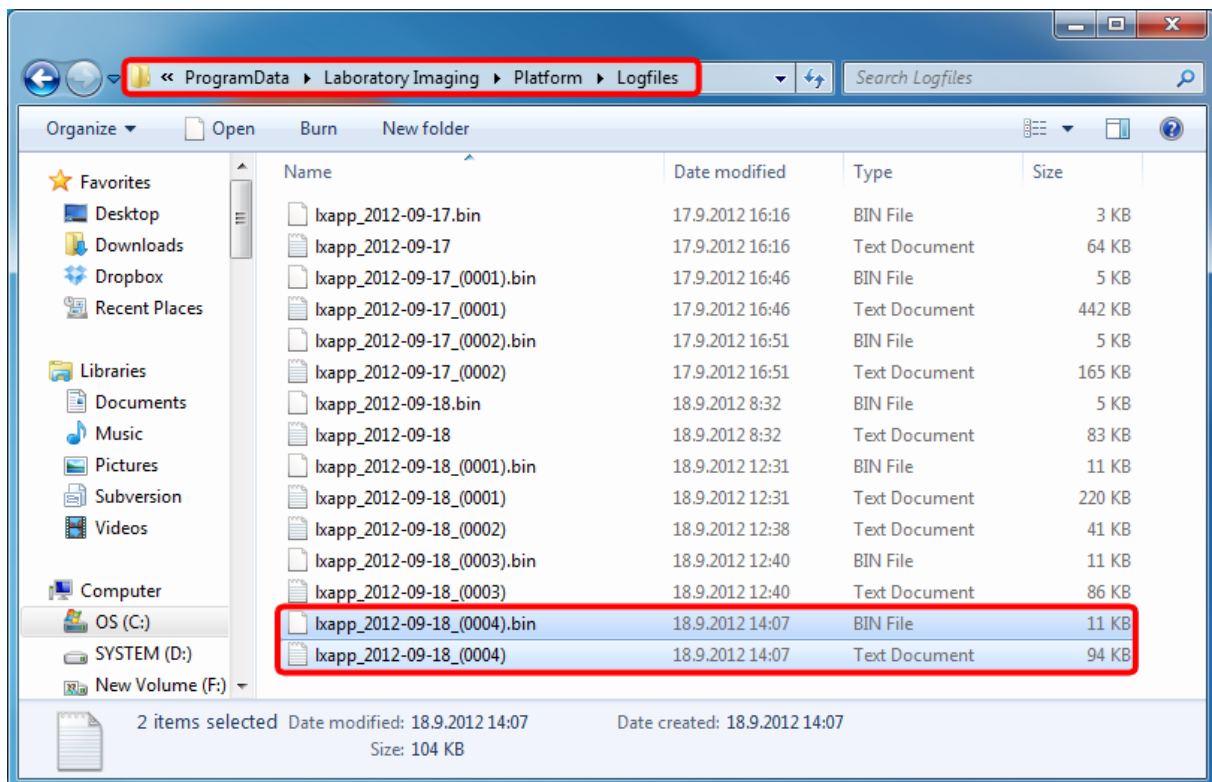
All the log files are using the same naming convention [lxapp_YYYY-MM-DD_(CNTR).ext]:

EXAMPLE: *lxapp_2012-09-18_(0004).log*

Description of the naming convention and the example:

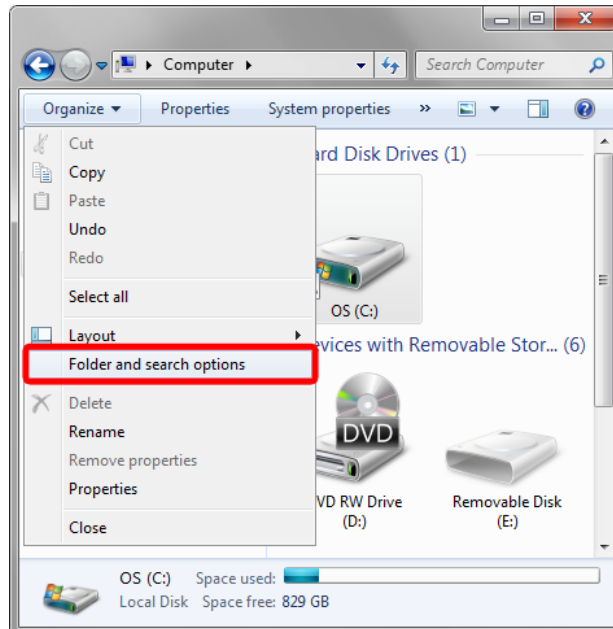
lxapp – prefix
2012 -> (YYYY) – year
09 -> (MM) – month
18 -> (DD) – day
(0004) -> (CNTR) - counter
log -> (ext) – file extension

- Just choose the correct files named according to the date with the highest counter.

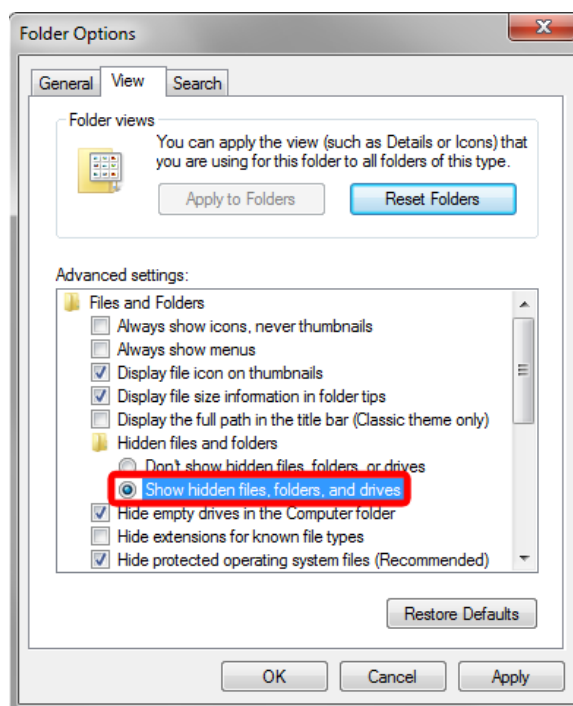


How do I make the hidden folders visible in Microsoft Windows 7?

1. Open Windows Explorer
2. Select [Organize] in the menu
3. Select [Folder and search options] -> it opens Folder Options dialog window



4. Select the tab [View]
5. In [Advance Settings] – [Files and Folders] – [Hidden files and folders] select the option [Show hidden files, folders and drives]



6. Click [OK]

Hamamatsu camera LOG files

To get the LOG file for Hamamatsu camera devices follow these steps:

1. Unzip **HamamatsuDebugToolsRegkey.zip** (available here: <http://www.lim.cz/pub/downloads/sw/drivers/HamamatsuDebugToolsRegkey.zip>).
2. Browse to the unzipped files and double click the **dcam_ON.reg** file and click **Yes** to enable logging.
3. Run NIS Elements.
4. Open your windows explorer and find **dcampsy.log** file in the root of your **C:** drive.
5. If you can't see it, set your windows explorer to show hidden files (described in the **How do I make hidden folders visible in Microsoft Windows 7** chapter).
6. Send the **dcampsy.log** file Double click the unzipped **dcam_OFF.reg** file to stop logging.

NOTE: The **dcampsy.log** file is generated automatically (and overwritten) with every start and deleted after closing the NIS Elements application.

How to enable device communication logging?

To enable communication logging between devices and NIS-Elements follow these steps:

1. Unzip the **Communication_logging.zip** (available here: http://www.lim.cz/pub/downloads/sw/drivers/Communication_logging.zip)
2. Browse to the unzipped files and double-click on the **LogCommunicationOn.reg** file to turn the communication logging function **ON**.
3. Follow steps from the first chapter of this document: **Correct settings and valid log file**.
4. When done with communication logging, double-click on the **LogCommunicationOff.reg** file to turn this function **OFF**.