



 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_YYY-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

- х Θ « ProgramData + Laboratory Imaging + Platform + Logfiles ✓ Search Logfiles Q Organize 🔻 📄 Open Burn New folder ? Date modified Size Name Туре 쑦 Favorites 🧾 Desktop lxapp_2012-09-17.bin 17.9.2012 16:16 **BIN File** 3 KB = 🚺 Downloads lxapp_2012-09-17 17.9.2012 16:16 Text Document 64 KB 🝀 Dropbox lxapp_2012-09-17_(0001).bin 17.9.2012 16:46 **BIN File** 5 KB 🔚 Recent Places Ixapp_2012-09-17_(0001) 17.9.2012 16:46 Text Document 442 KB lxapp_2012-09-17_(0002).bin 17.9.2012 16:51 **BIN File** 5 KB 词 Libraries kapp_2012-09-17_(0002) 17.9.2012 16:51 Text Document 165 KB Documents kapp_2012-09-18.bin 18.9.2012 8:32 **BIN File** 5 KB J Music lxapp_2012-09-18 18.9.2012 8:32 Text Document 83 KB Pictures kapp_2012-09-18_(0001).bin 18.9.2012 12:31 **BIN File** 11 KB Subversion Ixapp_2012-09-18_(0001) 18.9.2012 12:31 220 KB Text Document Videos Ixapp_2012-09-18_(0002) 18.9.2012 12:38 Text Document 41 KB kapp_2012-09-18_(0003).bin 18.9.2012 12:40 **BIN File** 11 KB 💻 Computer lxapp_2012-09-18_(0003) 86 KB 18.9.2012 12:40 Text Document 🚢 OS (C:) lxapp_2012-09-18_(0004).bin 18.9.2012 14:07 11 KB **BIN File** SYSTEM (D:) lxapp_2012-09-18_(0004) 18.9.2012 14:07 Text Document 94 KB 🔊 New Volume (F:) 🔻 2 items selected Date modified: 18.9.2012 14:07 Date created: 18.9.2012 14:07 Size: 104 KB
- 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]

Folder Options
General View Search
Folder views You can apply the view (such as Details or Icons) that
Apply to Folders Reset Folders
Advanced settings:
 Files and Folders Always show icons, never thumbnails Always show menus Display file icon on thumbnails Display file isze information in folder tips Display file isze information in folder tips Display the full path in the title bar (Classic theme only) Hidden files and folders Don't show hidden files, folders, or drives Show hidden files, folders, and drives Hide empty drives in the Computer folder Hide extensions for known file types Hide protected operating system files (Recommended)
Restore Defaults
OK Cancel Apply

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**.