This document outlines the process for enabling or exporting various logs or data files for troubleshooting purposes with Nuance Technical Support.

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**eCopy ShareScan Administration Console**

**Tracing Service**

The ‘Tracing’ service provides a mechanism to ShareScan Manager, Connectors, and eCopy services to write messages and errors to log files while running inside the ShareScan Manager.

The ‘Tracing’ service enables ShareScan to configure the capture of trace information in a log file. This information helps troubleshoot connector issues. It is suggested to only enable this service for troubleshooting purposes since tracing can slow down overall system performance.

**To Enable the Capture of Trace Information:**

1. In the eCopy ShareScan 5.0 Administrator Console, select the "Services" tab in the lower left corner then, select the “Tracing” Common Service.
2. Click the “Delete Trace Files” button to delete all previous collected trace information.
3. Enable “Yes” for all check boxes beginning from the top down. Set the ‘File Size’ to “51000”.

**NOTE:** If testing against a single device, then do not enable the “Yes” option for all devices and just enable “Tracing” for the specific device you would like to troubleshoot. Refer to step 8 below for enabling “Tracing” per device.

4. Click the “Save” button.
5. In the eCopy ShareScan 5.0 Administrator Console, click the "Connectors" tab in the lower left corner.
6. Select the connector from the list in the “Configure Connectors” area.
7. Within the “Settings” area, scroll to the “Services” section.
8. Enable “Tracing” then, click the “Save Current Profile” button.

NOTE: It is highly recommended to disable the “Tracing Service” once the log files are generated and submitted to Nuance.
To Export The Trace Information in a Log File:

From the MFP, proceed with a test scan until the error is encountered. At that time, return to the eCopy ShareScan Administration Console and export the trace log:

1. In the eCopy ShareScan 5.0 Administrator Console, click the "Services" tab in the lower left corner then, select the “Tracing” Common Service.
2. Click the “Export” button to create the trace information in a log file.

   **NOTE:** Export this as a .bin and .txt file type extension.

   **Please provide these files as an attachment to the support incident.**
Activity Monitor:
The Activity Monitor enables you to monitor activity between one or more devices and the ShareScan Manager. This is useful for finding performance bottlenecks as it shows all activity and timing information in real time.

To Create the Activity Monitor Log File:
1. In the eCopy ShareScan 5.0 Administrator Console, click the “Home” tab on the Ribbon Bar then, click “Activity Monitor”.
2. Right-click anywhere in the window and select “Send To File”. The ShareScan_ActivityMonitor_<<<DATE STAMP>>>.log will be written to ‘C:\Program Files\Nuance\ShareScan5\Server\ActivityMonitor’.
   
   **Please provide this file as an attachment to the support incident.**
Device

Retrieve Trace File (Canon Only):

1. In the eCopy ShareScan 5.0 Administrator Console, click the "Devices" tab in the lower left corner.
2. Select the device from the list in the “Device Configurations” area.
3. Right-click on the device and select “Retrieve Trace File”.
4. Save the client log file to the Windows Desktop.

Please provide this file as an attachment to the support incident.
Retrieve Trace File (Xerox Only):

1. Within the eCopy ShareScan Administrator Console, press the “Stop” button to stop the ShareScan Manager.
2. Within the eCopy ShareScan Administrator Console, click the “X” button in the top right corner to exit.
3. Open Windows Explorer and browse to: ‘C:\Program Files\Apache Software Foundation\Tomcat 5.5\webapps\ShareScan\WEB-INF\devices\<<DEVICE IP>>\Logs’.
4. Please provide this file(s) as an attachment to the support incident.
5. Launch the eCopy ShareScan Administrator Console.
6. Within the eCopy ShareScan Administrator Console, press the “Start” button to start the ShareScan Manager.
Retrieve Simulator Trace File:

1. Within the eCopy ShareScan Administrator Console, press the “Stop” button to stop the ShareScan Manager.
2. Within the eCopy ShareScan Administrator Console, click the “X” button in the top right corner to exit.
3. Open Windows Explorer and browse to: ‘C:\Program Files\Apache Software Foundation\Tomcat 5.5\webapps\ShareScan\WEB-INF\devices\127.0.0.1\Logs’.
4. Please provide this file(s) as an attachment to the support incident.
5. Launch the eCopy ShareScan Administrator Console.
6. Within the eCopy ShareScan Administrator Console, press the “Start” button to start the ShareScan Manager.
ScanStation Device Debugging:
The ScanStation Device Debugging is independent of eCopy ShareScan Administration Console Tracing Service and can only be enabled by modifying ‘SCANNER.INI’ file.

To Enable ScanStation Device Debugging:
1. Within the eCopy ShareScan Administrator Console, press the “Stop” button to stop the ShareScan Manager.
2. Within the eCopy ShareScan Administrator Console, click the “X” button in the top right corner to exit.
3. Open Windows Explorer and browse to:
   - Windows 7:
     ‘C:\ProgramData\Nuance\ShareScan\ScanStation Client’
   - Windows XP:
     ‘C:\Documents and Settings\All Users\Application Data\Nuance\ShareScan\ScanStation Client’
4. Open the ‘SCANNER.INI’ file using Microsoft Notepad Editor.
   Remove the preceding underscore ‘_’ character from the appropriate ‘LogLevel’ (RSD, Wizard, TWAIN, ISIS) then save the ‘SCANNER.INI’ file.

Below is an example of the LogLevel’s of the ‘SCANNER.INI’ file:

```
[RSD]
LogFileU=C:\Documents and Settings\All Users\Application Data\Nuance\ShareScan\ScanStation Client\RnRSDu.LOG
(LogLevel=127
LogPeriod=24
[Wizard]
(LogLevel=127
[ScanSoft]
Product=ScanStation
Last used=TWAIN: Canon DR-7090C TWAIN
ScanModes=8331
[Nuance]
Product=ScanStation
Last used=TWAIN: Canon DR-7090C TWAIN
ScanModes=8331
[ISIS]
(LogLevel=127
[TWAIN]
(LogLevel=127
DSOwnProcess=1
```

5. Launch the eCopy ShareScan Administrator Console.
6. Within the eCopy ShareScan Administrator Console, press the “Start” button to start the ShareScan Manager.
7. Reproduce the issue until the error is returned or scan job is completed.
8. Open Windows Explorer and browse to:

Windows 7:
‘C:\ProgramData\Nuance\ShareScan\ScanStation Client’

Please provide the ‘RnRSDu.LOG’ file as an attachment to the support incident.
Please provide the ‘TwainClient_xxxxx.log’ file as an attachment to the support incident.
‘C:\ProgramData\Nuance\ShareScan\ScanStation Client\Logs’

Please provide the ‘scanstation.log’ file as an attachment to the support incident.

Windows XP:
‘C:\Documents and Settings\All Users\Application Data\Nuance\ShareScan\ScanStation Client’

Please provide the ‘RnRSDu.LOG’ file as an attachment to the support incident.
Please provide the ‘TwainClient_xxxxx.log’ file as an attachment to the support incident.
‘C:\Documents and Settings\All Users\Application Data\Nuance\ShareScan\ScanStation Client\Logs’

Please provide the ‘scanstation.log’ file as an attachment to the support incident.

NOTE: It is highly recommended to disable the “ScanStation Device Debugging” once the logs are generated and submitted to Nuance. Please refer to the following section “To Disable ScanStation Debugging”.
To Disable ScanStation Device Debugging:

1. Within the eCopy ShareScan Administrator Console, press the “Stop” button to stop the ShareScan Manager.
2. Within the eCopy ShareScan Administrator Console, click the “X” button in the top right corner to exit.
3. Open Windows Explorer and browse to:
   - Windows 7:
     ‘C:\ProgramData\Nuance\ShareScan\ScanStation Client’
   - Windows XP:
     ‘C:\Documents and Settings\All Users\Application Data\Nuance\ShareScan\ScanStation Client’
4. Open the ‘SCANNER.INI’ file using Microsoft Notepad Editor.
   Insert a preceding underscore ‘_’ character from the appropriate ‘LogLevel’ (RSD, Wizard, TWAIN, ISIS) then save the ‘SCANNER.INI’ file.
Apache Tomcat

Advanced Apache Tomcat Logging (Xerox Only):

1. Within the eCopy ShareScan 5.0 Administrator Console, click the "Home" Ribbon Bar.
2. Within the “System” functions, select the “Stop” button to stop the eCopy ShareScan Manager.
3. Within the eCopy ShareScan 5.0 Administrator Console, click the “X” button in the top right corner to exit.
4. Right-click on the “eCopy ShareScan Manager” icon in the Windows System tray and select “Exit”.
5. Go to “Control Panel > Administrative Tools > Services”.

   Ensure the following Services are stopped:
   - “Apache Tomcat 5.5”
   - “Nuance Documentum API”
   - “Nuance Imaging Framework Trace Service”
   - “Nuance MAPI-Process Starter”
   - “Nuance Printer API”
   - “S2D Inbox Agent”
   - “ShareScan Agent v: 5.0”
   - “ShareScan Manager v: 5.0”

6. Open Windows Explorer and browse to: ‘C:\Documents and Settings\All Users\Application Data\Nuance\ShareScan\Tomcat\log4j.properties’.
7. Edit this file in Microsoft Notepad Editor and change the first line from:
   “log4j.debug=false”
   to
   “log4j.debug=true”
8. Open Windows Explorer and browse to: ‘C:\Program Files\Apache Software Foundation\Tomcat 5.5\logs’.
9. Copy the “logs” folder and all files within it and paste it on the Windows Desktop.
10. Delete all files currently in the ‘C:\Program Files\Apache Software Foundation\Tomcat 5.5\logs’ folder.
11. Open Windows Explorer and browse to: ‘C:\Program Files\Nuance\ShareScan5\Server\Tools\TraceCollector’.
12. Double click the “_activate.bat file” to start the NIFTraceService.exe Windows Process.
13. Go to “Control Panel > Administrative Tools > Services”.

   Ensure the following Service is started:
   - “Nuance Imaging Framework Trace Service”
   - “ShareScan Agent v: 5.0”
14. Launch the eCopy ShareScan Administrator Console.
15. In the eCopy ShareScan 5.0 Administrator Console, select the "Services" tab in the lower left corner then, select the “Tracing” Common Service. (see Figure 1)
16. Click the “Delete Trace Files” button to delete all previous collected trace information. (see Figure 1)
17. Enable “Yes” for all check boxes beginning from the top down. (see Figure 1)

**NOTE:** If testing against a single device, then do not enable the “Yes” option for all devices and just enable “Tracing” for the specific device you would like to troubleshoot. Refer to step 22 below for enabling “Tracing” per device.

18. Click the “Save” button. (see Figure 1)
19. In the eCopy ShareScan 5.0 Administrator Console, click the "Connectors” tab in the lower left corner.
20. Select the connector from the list in the “Configure Connectors” area.
21. Within the “Settings” area, scroll to the “Services” section. (see Figure 2)
22. Enable “Tracing” then, click the “Save Current Profile” button. (see Figure 2)
23. Within the eCopy ShareScan Administrator Console, press the “Start” button to start the ShareScan Manager.
24. Reproduce the issue until the error is returned or scan job is completed.
25. In the eCopy ShareScan 5.0 Administrator Console, click the "Services" tab in the lower left corner then, select the “Tracing” Common Service. (see Figure 3)
26. Click the “export” button to create the trace information in a log file. (see Figure 3)
27. Name the file “Advanced Apache Tomcat Logging.txt”

Please provide this file as an attachment to the support incident.

NOTE: It is highly recommended to disable the “Tracing Service” once the log files are generated and submitted to Nuance.
28. Open Windows Explorer and browse to: ‘C:\Program Files\Nuance\ShareScan5\Server\Tools\TraceCollector’.

29. Double click the ‘_export.bat file to execute the following command window:

```
C:\Program Files\Nuance\ShareScan5\Server\Tools\TraceCollector>REM MIFshell.exe CopyLocalTrace.js "local path" "format specifier"
C:\Program Files\Nuance\ShareScan5\Server\Tools\TraceCollector>REM MIFshell.exe CopyRemoteTrace.js "computer name" "local path" "format specifier"
C:\Program Files\Nuance\ShareScan5\Server\Tools\TraceCollector>MIFshell.exe "SO HTP CopyRemoteTrace.js" "C:\temp\trace.txt" "DEVICE traceid programname.xml"
```

Please provide this file as an attachment to the support incident.

30. Press any key to continue, and the trace.txt file will be generated in ‘C:\temp’.

Please provide this file as an attachment to the support incident.

31. Open Windows Explorer and browse to: ‘C:\Program Files\Apache Software Foundation\Tomcat 5.5\logs’.
   Within this folder, new log files will be created.

Please zip this “logs” folder and provide this as an attachment to the support incident.

32. Open Windows Explorer and browse to: ‘C:\Program Files\Apache Software Foundation\Tomcat 5.5\webapps\ShareScan\WEB-INF\devices\<<DEVICE IP>>\Logs’.

Please provide this file(s) as an attachment to the support incident.

33. Open Windows Explorer and browse to: ‘C:\Program Files\Apache Software Foundation\Tomcat 5.5\webapps\ShareScan\WEB-INF\devices\127.0.0.1\Logs’.

Please provide this file(s) as an attachment to the support incident.
34. Within the eCopy ShareScan 5.0 Administrator Console, click the "Home" Ribbon Bar.
35. Within the “System” functions, select the “Stop” button to stop the eCopy ShareScan Manager.
36. Within the eCopy ShareScan 5.0 Administrator Console, click the “X” button in the top right corner to exit.
37. Right-click on the “eCopy ShareScan Manager” icon in the Windows System tray and select “Exit”.
38. Open Windows Explorer and browse to: ‘C:\Program Files\Nuance\ShareScan5\Server\Tools\TraceCollector’.
39. Double click the “_deactivate.bat file” to stop the NIFTraceService.exe Windows Process.
40. Go to “Control Panel > Administrative Tools > Services”.
   Ensure the following Services are stopped:
   - “Apache Tomcat 5.5”
   - “Nuance Documentum API”
   - “Nuance Imaging Framework Trace Service”
   - “Nuance MAPI-Process Starter”
   - “Nuance Printer API”
   - “S2D Inbox Agent”
   - “ShareScan Agent v: 5.0”
   - “ShareScan Manager v: 5.0”

**NOTE:** It is highly recommended to disable the “Advanced Apache Tomcat Logging”.
41. Open Windows Explorer and browse to: ‘C:\Documents and Settings\All Users\Application Data\Nuance\ShareScan\Tomcat\log4j.properties’.
42. Edit this file in Microsoft Notepad Editor and change the first line from:
   
   “log4j.debug=true”

   to

   “log4j.debug=false”
43. Go to “Control Panel > Administrative Tools > Services”.
   Ensure the following Services are started:
   - “Nuance Imaging Framework Trace Service”
   - “ShareScan Agent v: 5.0”
44. Launch the eCopy ShareScan Administrator Console.
45. Within the eCopy ShareScan Administrator Console, press the “Start” button to start the ShareScan Manager.
Connector Logging

Exchange Connector:

Enable logging for MAPI protocol:
1. Within the eCopy ShareScan Administrator Console, press the “Stop” button to stop the ShareScan Manager.
2. Within the eCopy ShareScan Administrator Console, click the “X” button in the top right corner to exit.
3. Open Windows Explorer and browse to: ‘C:\ProgramData\Nuance\ShareScan\Connectors\ExchangeMail\Data’.
4. Edit the “ExchangeMailStore.xml” file in Microsoft Notepad Editor.
5. Make the following change and save the file:

   <Item Key="MAPIServer.EnableLogging" Type="System.Boolean">
   <boolean>false</boolean>
   </Item>

   Change it to read this:

   <Item Key="MAPIServer.EnableLogging" Type="System.Boolean">
   <boolean>true</boolean>
   </Item>

6. Launch the eCopy ShareScan Administrator Console.
7. Within the eCopy ShareScan Administrator Console, press the “Start” button to start the ShareScan Manager.
8. Reproduce the issue until the error is returned.
9. Open Windows Explorer and browse to: %temp%.
   Within this folder, a new debug file should be created called “MAPIServer_Debug.<username>.txt”.
   Please provide this file as an attachment to the support incident.
10. Open Windows Explorer and browse to: C:\ProgramData\Nuance\ShareScan\Connectors\ExchangeMail\Log.
    Within this folder, a new log file should be created called “ExchangeMail.log”.
    Please provide this file as an attachment to the support incident.

NOTE: It is highly recommended to disable the verbose logging once the “MAPIServer_Debug.<username>.txt” file is generated and submitted to Nuance.
Disable logging for MAPI protocol:
1. Within the eCopy ShareScan Administrator Console, press the “Stop” button to stop the ShareScan Manager.
2. Within the eCopy ShareScan Administrator Console, click the “X” button in the top right corner to exit.
3. Open Windows Explorer and browse to: ‘C:\ProgramData\Nuance\ShareScan\Connectors\ExchangeMail\Data’.
4. Edit the “ExchangeMailStore.xml” file in Microsoft Notepad Editor.
5. Make the following change and save the file:

   <Item Key="MAPIServer.EnableLogging" Type="System.Boolean">
   <boolean>true</boolean>
   </Item>

   Change it to read this:

   <Item Key="MAPIServer.EnableLogging" Type="System.Boolean">
   <boolean>false</boolean>
   </Item>

6. Launch the eCopy ShareScan Administrator Console.
7. Within the eCopy ShareScan Administrator Console, press the “Start” button to start the ShareScan Manager.
Enable Logging for WebDAV Protocol:

1. Within the eCopy ShareScan Administrator Console, press the “Stop” button to stop the ShareScan Manager.
2. Within the eCopy ShareScan Administrator Console, click the “X” button in the top right corner to exit.
   - Windows 7 and Windows Server 2008:
     - Open Windows Explorer and browse to: ‘C:\ProgramData\Nuance\ShareScan\Connectors\ExchangeMail\Data’.
   - Windows XP and Windows Server 2003:
     - Open Windows Explorer and browse to: ‘C:\Documents and Settings\All Users\Application Data\Nuance\ShareScan\Connectors\ExchangeMail\Data’.
3. Edit the “ExchangeMailStore.xml” file in Microsoft Notepad Editor.
4. Make the following change and save the file:

   <Item Key="DAVHelper.TracingBaseDir" Type="System.String">
     <string \>
   </Item>

   Change it to read this:

   <Item Key="DAVHelper.TracingBaseDir" Type="System.String">
     <string>C:\Temp</string>
   </Item>

5. Open Windows Explorer and verify if the folder ‘C:\Temp’ exists. If not, then create a new folder called ‘C:\Temp’.
6. Launch the eCopy ShareScan Administrator Console.
7. Within the eCopy ShareScan Administrator Console, press the “Start” button to start the ShareScan Manager.
8. Reproduce the issue until the error is returned.
   Within this folder, a new debug file should be created called “ShareScan_WebDavLog.txt”.
   Please provide this file as an attachment to the support incident.
10. Open Windows Explorer and browse to: ‘C:\ProgramData\Nuance\ShareScan\Connectors\ExchangeMail\Log’.
    Within this folder, a new log file should be created called “ExchangeMail.log”.
    Please provide this file as an attachment to the support incident.

NOTE: It is highly recommended to disable the verbose logging once the “ShareScan_WebDavLog.txt” file is generated and submitted to Nuance.
Disable Logging for WebDAV Protocol:

1. Within the eCopy ShareScan Administrator Console, press the “Stop” button to stop the ShareScan Manager.
2. Within the eCopy ShareScan Administrator Console, click the “X” button in the top right corner to exit.

   Windows 7 and Windows Server 2008:
   - Open Windows Explorer and browse to:
     ‘C:\ProgramData\Nuance\ShareScan\Connectors\ExchangeMail\Data’.

   Windows XP and Windows Server 2003:
   - Open Windows Explorer and browse to: ‘C:\Documents and Settings\All Users\Application
     Data\Nuance\ShareScan\Connectors\ExchangeMail\Data’.

3. Edit the “ExchangeMailStore.xml” file in Microsoft Notepad Editor.
4. Make the following change and save the file:

   <Item Key="DAVHelper.TracingBaseDir" Type="System.String">
   <string>C:\Temp</string>
   </Item>

   Change it to read this:

   <Item Key="DAVHelper.TracingBaseDir" Type="System.String">
   <string>
   </Item>

5. Launch the eCopy ShareScan Administrator Console.
6. Within the eCopy ShareScan Administrator Console, press the “Start” button to start the ShareScan Manager.
About the ‘ShareScan TroubleShooter’ Utility:

The ShareScan TroubleShooter application is a supplemental utility included in the eCopy ShareScan v5 Service Pack 2.

The ShareScan Troubleshooter utility can assist in troubleshooting a variety of areas (Pre install, Installation, Post install and Database) and can perform the following diagnostic functions:

- **System (Full or Pre install) check**: This feature will perform a diagnostic check on the following areas (Port, NIC, OS, Firewall, Install Log, eCopy Services, Database, Registry, File Set) and create an .xml file contains the results.

- **Test / Set Connection**: This feature will read the current store configuration and perform a connection test against the SQL Server using these credentials.

- **Backup Database**: This feature will perform a backup of the SQL Server database. This backup will only affect the eCopy ShareScan database (eCopyShareScan).

Perform a ‘System Check’:

1. Open Windows Explorer and browse to ‘C:\Program Files\Nuance\ShareScan5\Server\Tools’.
2. Run the “SS_TroubleShooting.exe” application.
3. Within the “ShareScan TroubleShooter” application, set the drop-down arrow to “Full check”.
4. Click the “Start check” button and allow the ‘Process” bar to complete until the “Check complete” dialog appears. Click “OK”.
5. Within the “ShareScan TroubleShooter” application, click the “Save check result” button to export the results as an .Xml file.

**Please provide this file as an attachment to the support incident.**
Perform a ‘Test / Set Connection’:

1. Within the “ShareScan TroubleShooter” application, click the “Test / Set Connection” button to display the following dialog:

   ![Set / test database connection dialog](image)

2. Within the “Set / test database connection” dialog, click the “Read from configuration” button to pre-populate the required fields.

3. Click the “Test connection” button.

   Please provide a screen shot of the dialog prompted after clicking the “Test connection” button as an attachment to the support incident.

   For example:

   ![Connection success dialog](image)

4. Within the “Set / test database connection” dialog, click the “Close” button to exit.
Perform a ‘Backup Database’: 
Within the “ShareScan TroubleShooter” application, click the “Backup database” button to display the following dialog:

If the SQL Server is successfully installed and configured, all fields and entries will auto-populate. However, the default user and password shown in the screen shot above will fail since it does not have full rights in the SQL Server environment to perform a backup. It is required to change the “User” and “Password” to the following:

User: sa

Password: <<Enter the System Administrator (sa) password>>

Destination: ‘C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER\MSSQL\Backup’

Filename: Backup

1. Click the “Backup” button to begin the backup of the specified database.