

# Olympus Dictation Management System (ODMS R6)

- How to Create Log Files for Troubleshooting -



## Introduction

Your Olympus Dealer or Distributor may request that Log Files be supplied for troubleshooting purposes in the case where an error or issue occurs in the ODMS Release 6 software. This document describes the procedure for obtaining Log Files.

## Enable the ODMS Log Tool

The ODMS Log Tool is a client side application that provides the ability to trace and log a series of application operations.

In Windows Explorer, open the installation folder of Dictation/Transcription Module.

By default this is located in the following locations.

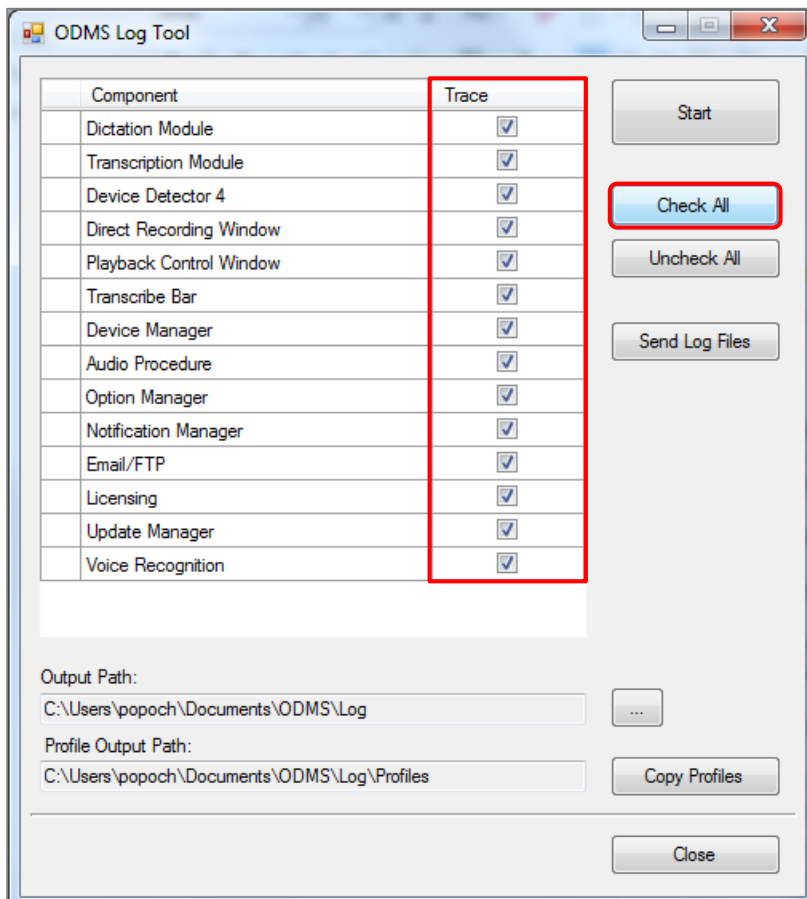
Windows 32bit: C:\Program Files\OLYMPUS\ODMS\_R6\DM\_TM

Windows 64bit: C:\Program Files (x86)\OLYMPUS\ODMS\_R6\DM\_TM

Open 'ODMSLogTool.exe'.

MixerControlLib.dll	4/10/2013 5:13 AM	Application extens...	48 KB
Notification.exe	4/10/2013 5:15 AM	Application	542 KB
NS_WiNE_ft.dll	7/11/2007 9:05 PM	Application extens...	24 KB
ODMSLogTool.exe	4/10/2013 5:17 AM	Application	32 KB
olycfasv.dll	4/10/2013 5:17 AM	Application extens...	530 KB
OlyCodecFilterSetup.exe	4/10/2013 5:22 AM	Application	149 KB
OlyDataGridView.dll	4/10/2013 5:10 AM	Application extens...	45 KB

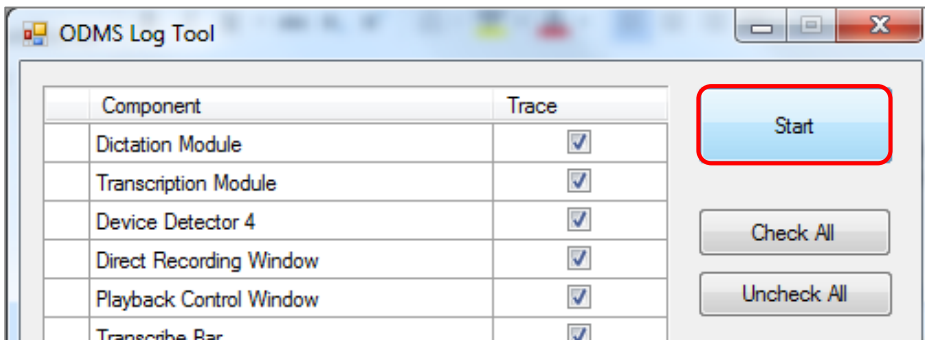
The ODMS Log Tool window will be shown. Check the Trace column of the modules to be logged. If no specific modules have been requested, please press the [Check All] button to enable a trace of all modules.



Select the [...] Button next to Output Path to select the location for the log files to save to.

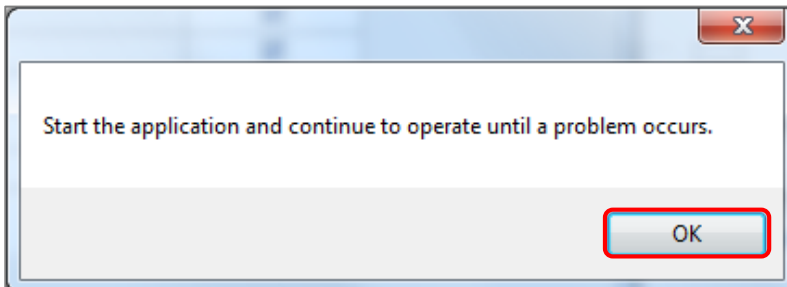


Press the [Start] button to enable the Log Tool.



## Replicate the Error or Issue in ODMS R6

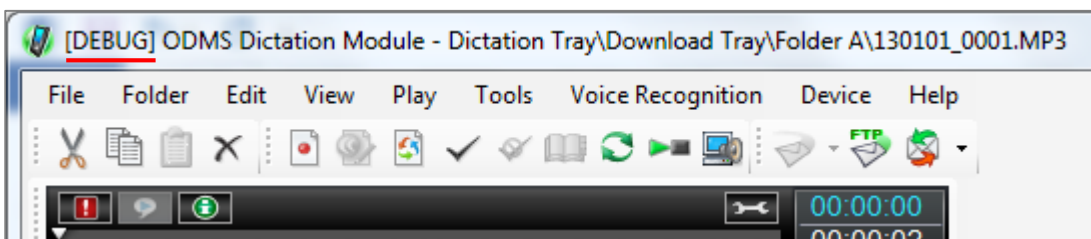
Once the Log Tool has been started the below window is shown.



Open Dictation/Transcription Module and perform steps to replicate the error or issue.

**Note:** In the case where Dictation/Transcription Module does not start correctly or an error is shown upon launching the application, please attempt to run the application as the Log Tool will trace and provide logs of the start-up procedure of the application.

When the Log Tool is running, the prefix '[DEBUG]' will be shown in the title bar of the application.

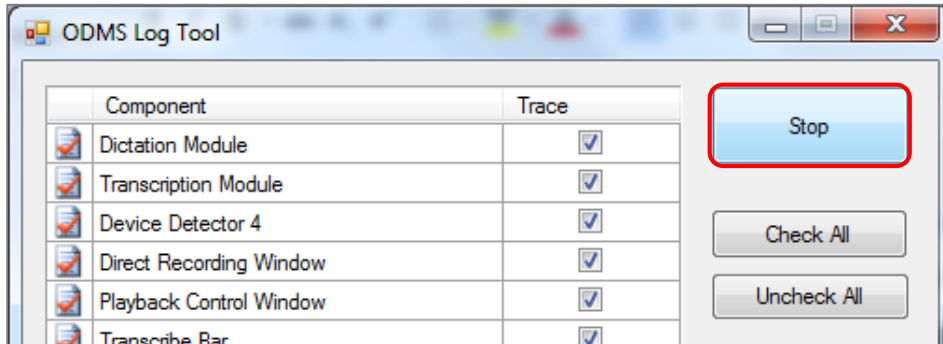


**Note:** The Log Tool generates a large amount of information which may result in slower operation of Dictation/Transcription Module.

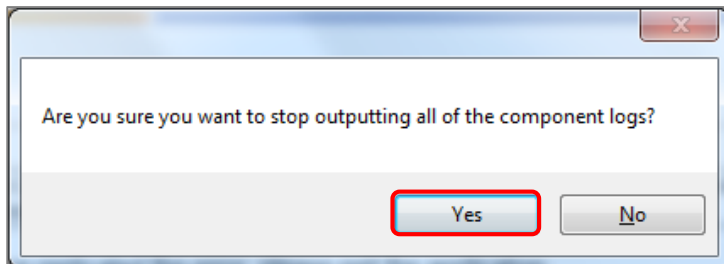
Once you have replicated the error, please exit the application.

## Disable the ODMS Log Tool

In the ODMS Log Tool, press the [Stop] button.



The following confirmation dialog is shown. Press the [Yes] button.

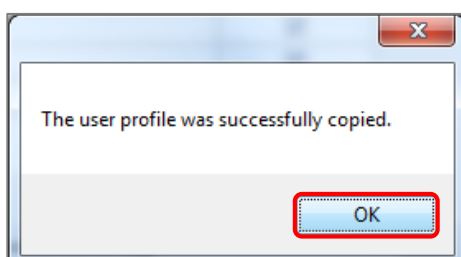
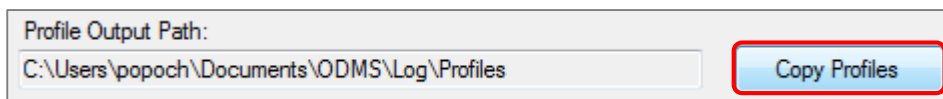


The Log Tool has now been disabled.

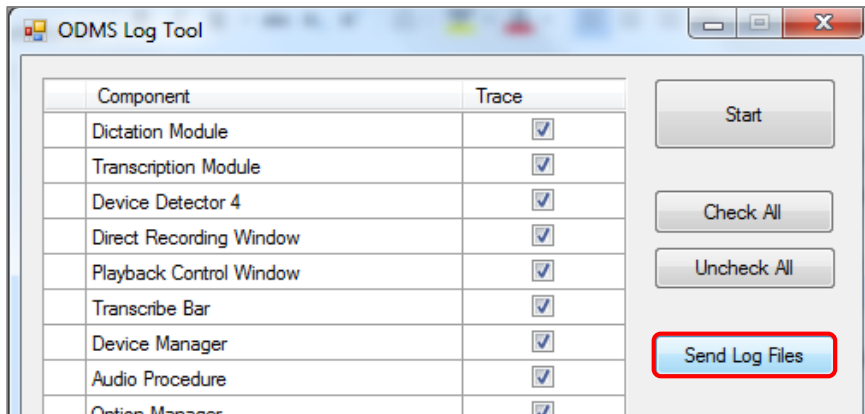
## Sending Log Files

The ODMS Log Tool is able to launch your default mail application and attached a copy of the log files in a zip file to email to your Dealer or Distributors for investigation.

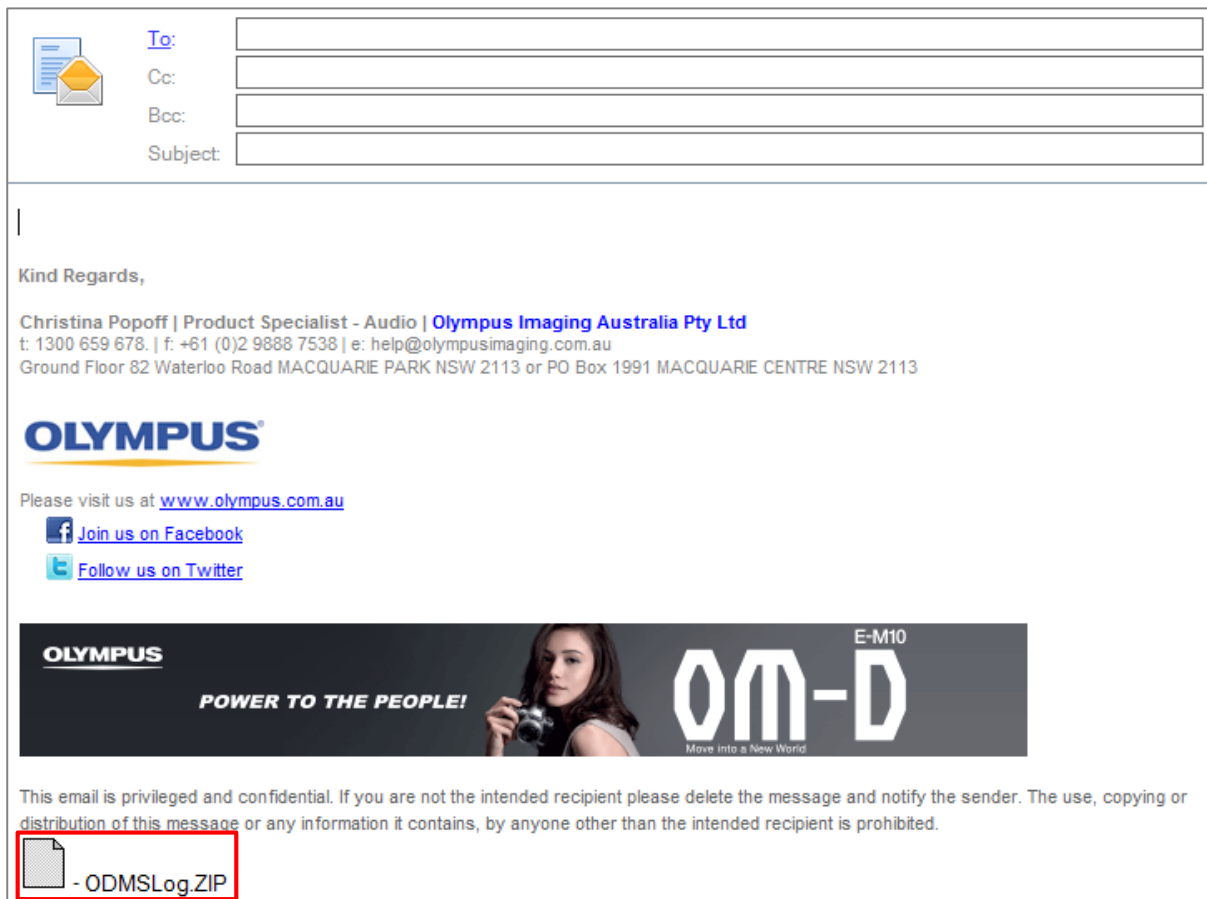
Before sending the files, please make a copy of your application user profiles. This can be done by pressing the [Copy Profiles] button.



Press the [Send Log Files] button.



Your default e-mail application will be opened and the compressed 'ODMSLog.zip' will be attached to a new e-mail message.



Please send log files, your PC operating environment details, a brief description of the fault and any details of any troubleshooting steps you have performed to your Dealer or Distributor to investigation.