

**OLYMPUS** 

# 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_flt.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
避 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.

Component	Trace	Start
Dictation Module		Start
Transcription Module		
Device Detector 4		Check All
Direct Recording Window		
Playback Control Window		Uncheck All
Transcribe Bar		
Device Manager		Send Log Files
Audio Procedure		
Option Manager		
Notification Manager		
Email/FTP		
Licensing		
Update Manager		
Voice Recognition		
Dutput Path:		
C:\Users\popoch\Documents\ODMS\Log		
Profile Output Path:		
C:\Users\popoch\Documents\ODMS\Log\	Profiles	Copy Profiles





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

C:\Users\popoch\Documents\ODMS\Log	
Profile Output Path:	
C:\Users\popoch\Documents\ODMS\Log\Profiles Copy Profiles	

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

<b>0</b>	-	
Component	Trace	Ch-d
Dictation Module		Start
Transcription Module		
Device Detector 4		Check All
Direct Recording Window	<b>V</b>	
Playback Control Window		Uncheck All

### **Replicate the Error or Issue in ODMS R6**

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

Start the application and continue to operate until a problem occurs.
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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.

0	DMS Log Tool	- <b></b>	
	Component	Trace	
2	Dictation Module		Stop
2	Transcription Module		
2	Device Detector 4		Check All
2	Direct Recording Window		
2	Playback Control Window		Uncheck All
	Transcribe Bar		

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

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	Are you sure you want to stop outputting all of the component logs?
	Yes <u>N</u> o

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 of 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.

Profile Output Path:	
C:\Users\popoch\Documents\ODMS\Log\Profiles	Copy Profiles
The user profile was successfully copied.	





Press the [Send Log Files] button.

Component	Trace	0-1
Dictation Module		Start
Transcription Module		
Device Detector 4	<b>V</b>	Check All
Direct Recording Window	<b>V</b>	
Playback Control Window	<b>V</b>	Uncheck A
Transcribe Bar	<b>V</b>	
Device Manager	<b>V</b>	Send Log File
Audio Procedure		Send Log File
Option Manager		

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

	<u>To</u> : Cc:	
	Bcc:	
	Subject:	
Kind Regard	s,	
t: 1300 659 67	78.   f: +61 (0)	ict Specialist - Audio   <b>Olympus Imaging Australia Pty Ltd</b> i2 9888 7538   e: help@olympusimaging.com.au Road MACQUARIE PARK NSW 2113 or PO Box 1991 MACQUARIE CENTRE NSW 2113
OLY	MPU	S
		/mpus.com.au
1000	s on Faceboo	
S Follow	us on Twitte	<u>r</u>
OLYMP		WER TO THE PEOPLE!
	-	confidential. If you are not the intended recipient please delete the message and notify the sender. The use, copying or
	this message ISLog.ZIP	e or any information it contains, by anyone other than the intended recipient is prohibited.

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.