EVT Eye Vision Technology

Technology is our passion !

User Guide

Support File
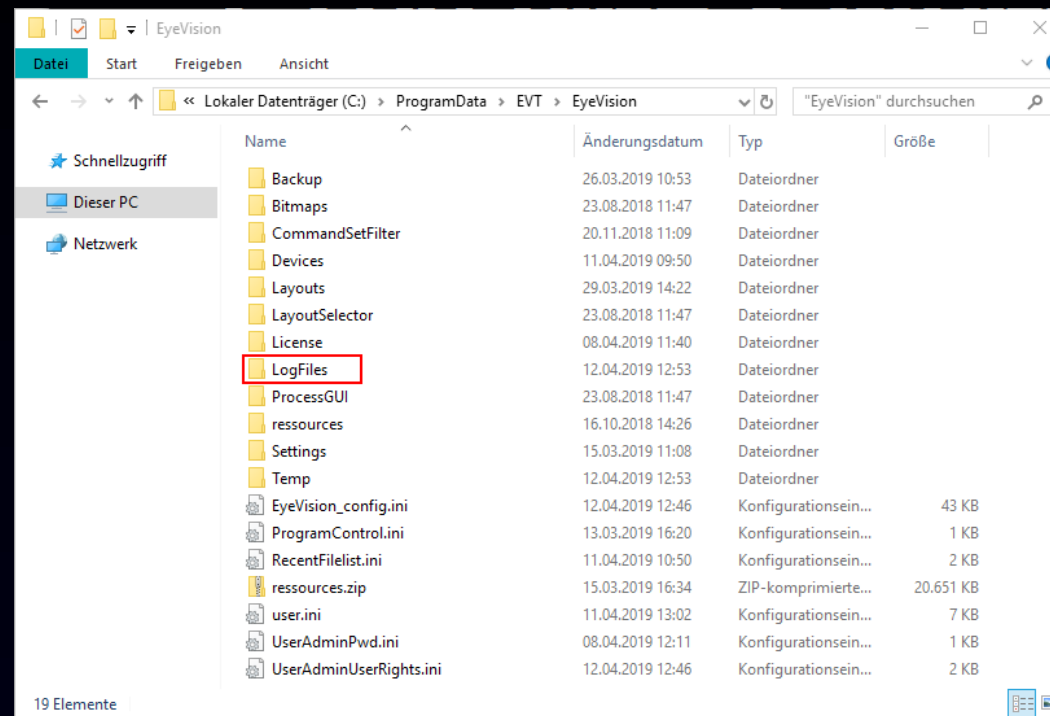
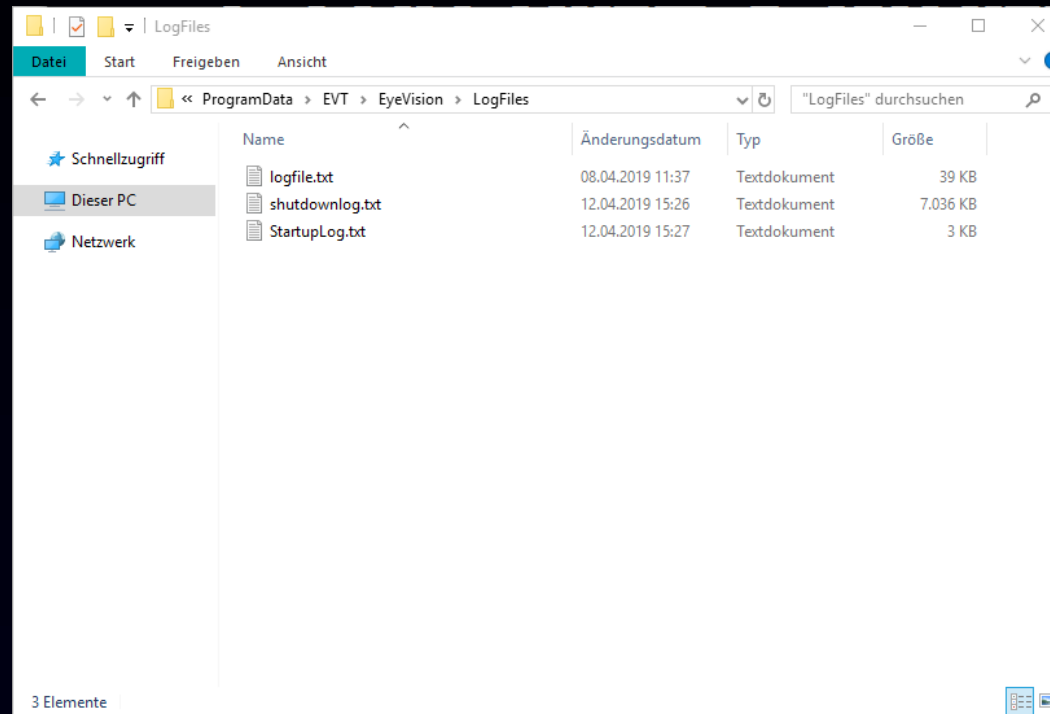# Support files

1. Log files - where can you find it?

All log files are stored in LogFiles folder in EyeVision Software main folder

Example path:
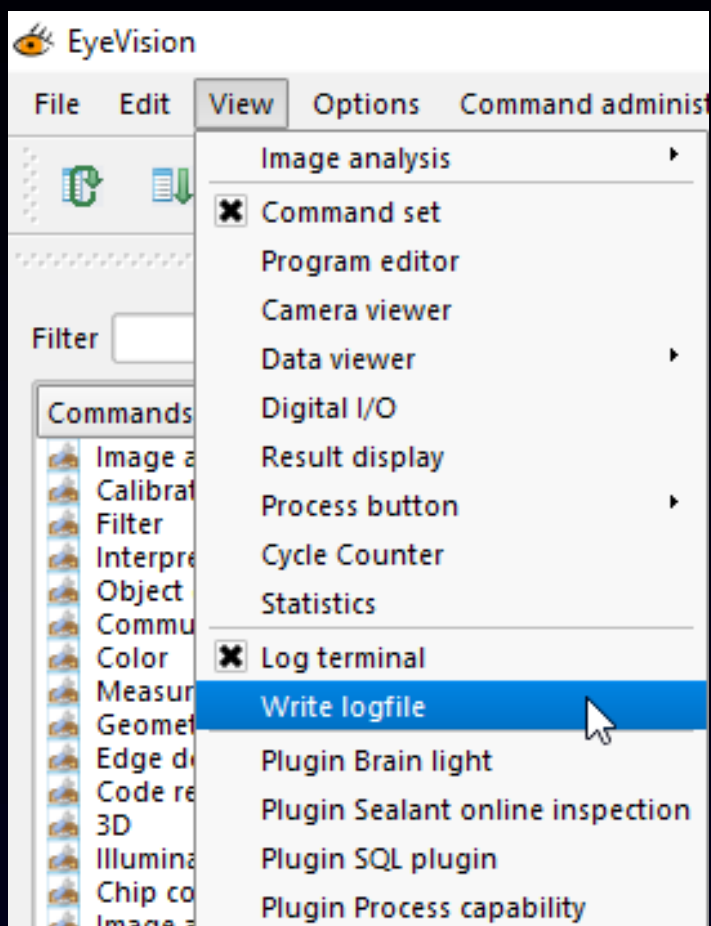%dir%:\ProgramData\EVT\EyeVision\LogFiles

1. Log files - where can you find it?

Folder LogFiles contains startuplog.txt, logfile.txt (if recently user have made it), crashlogs (in case when unexpectedly exits) and shutdown.txt
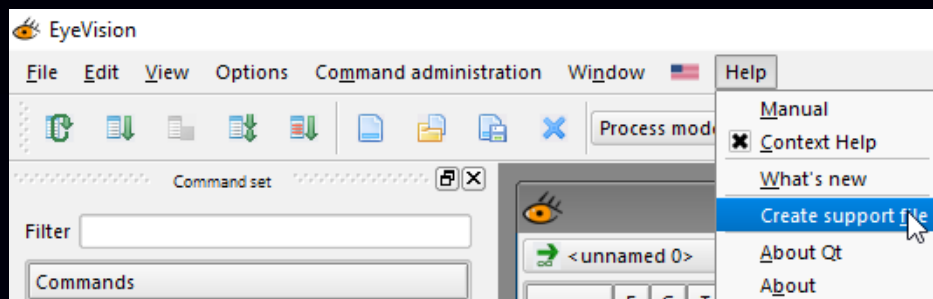
2. How to create log file?

In menu 'View' simply click on option 'Write logfile'. EyeVision writes a log file with all output (like warnings, errors and debugging information). The path of the log file is returned in a message box.
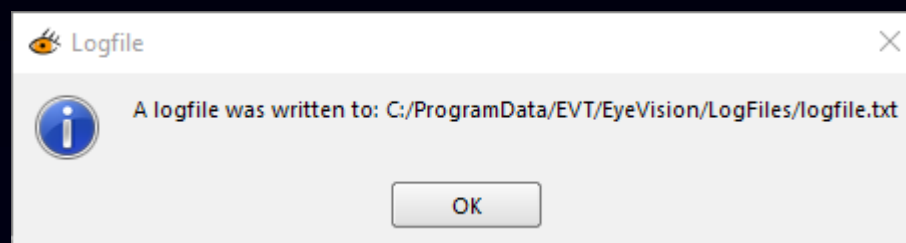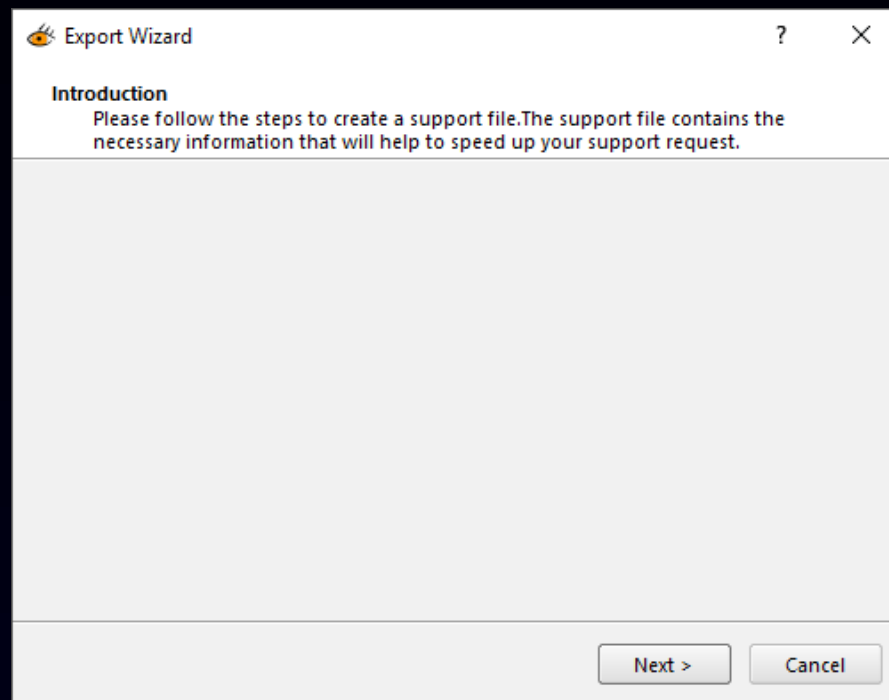
3. How to create Support file?

In menu 'Help' choose 'Create support file'.
You will open Export Wizard which will help
you generate the Support files.
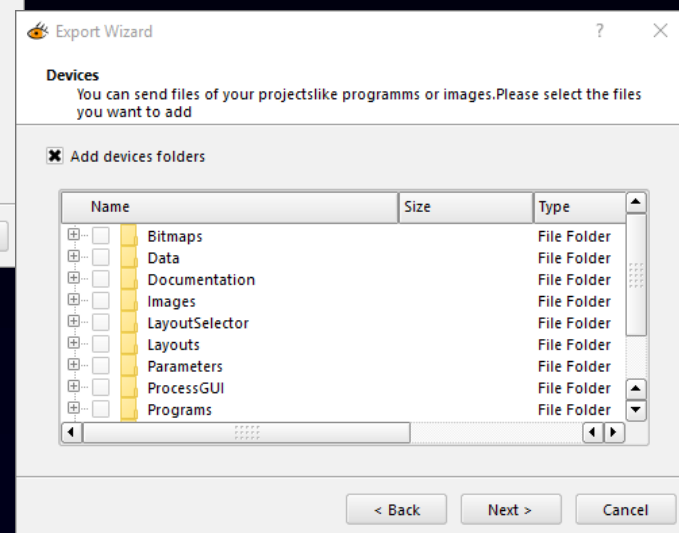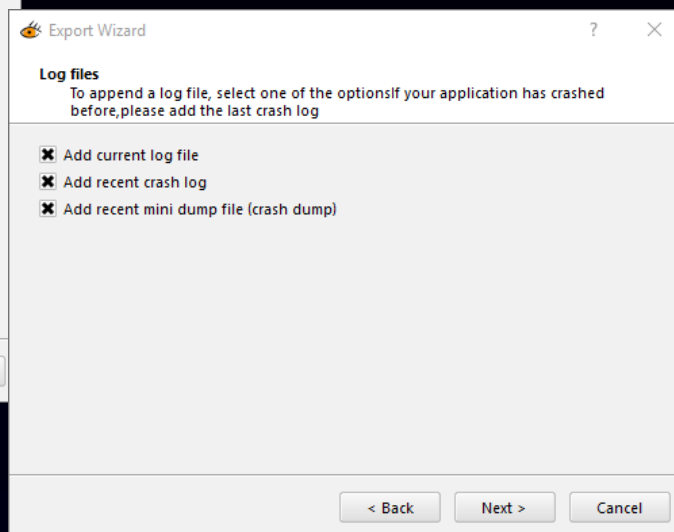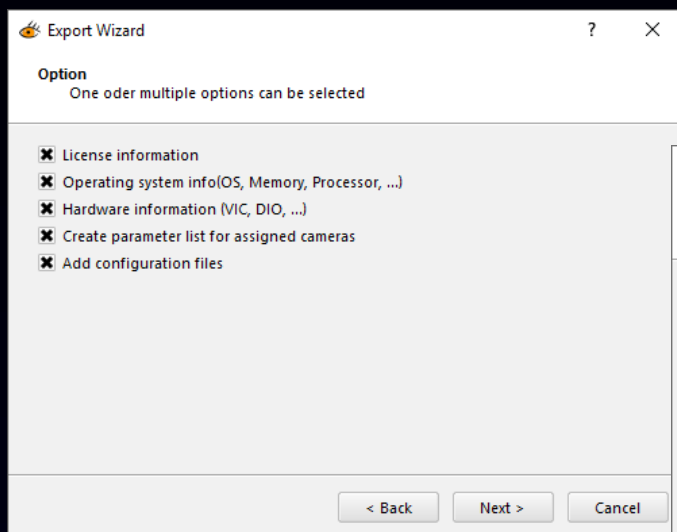
3. How to create Support file?

In the next step of Export Wizard you could make some description about your issue.

3. How to create Support file?

In the next steps of Export Wizard you will select Options which files you want to send

Export Wizard

Option
One oder multiple options can be selected

☒ License information
☒ Operating system info(OS, Memory, Processor, ...)
☒ Hardware information (VIC, DIO, ...)
☒ Create parameter list for assigned cameras
☒ Add configuration files

< Back   Next >   Cancel

Export Wizard

Log files
To append a log file, select one of the optionsIf your application has crashed before,please add the last crash log

☒ Add current log file
☒ Add recent crash log
☒ Add recent mini dump file (crash dump)

< Back   Next >   Cancel

Export Wizard

Devices
You can send files of your projectslike programms or images.Please select the files you want to add

☒ Add devices folders

Name	Size	Type
⊞ ☐ Bitmaps		File Folder
⊞ ☐ Data		File Folder
⊞ ☐ Documentation		File Folder
⊞ ☐ Images		File Folder
⊞ ☐ LayoutSelector		File Folder
⊞ ☐ Layouts		File Folder
⊞ ☐ Parameters		File Folder
⊞ ☐ ProcessGUI		File Folder
⊞ ☐ Programs		File Folder

< Back   Next >   Cancel

3. How to create Support file?

In the end 'Export Wizard' will ask to finish the process and generate the Support file. For confirmation, a dialog will be displayed about the correctly completed task
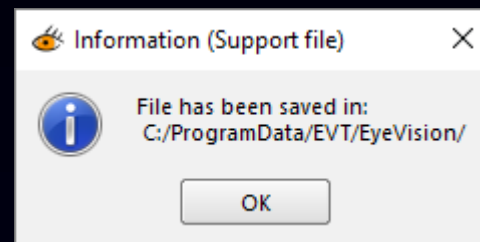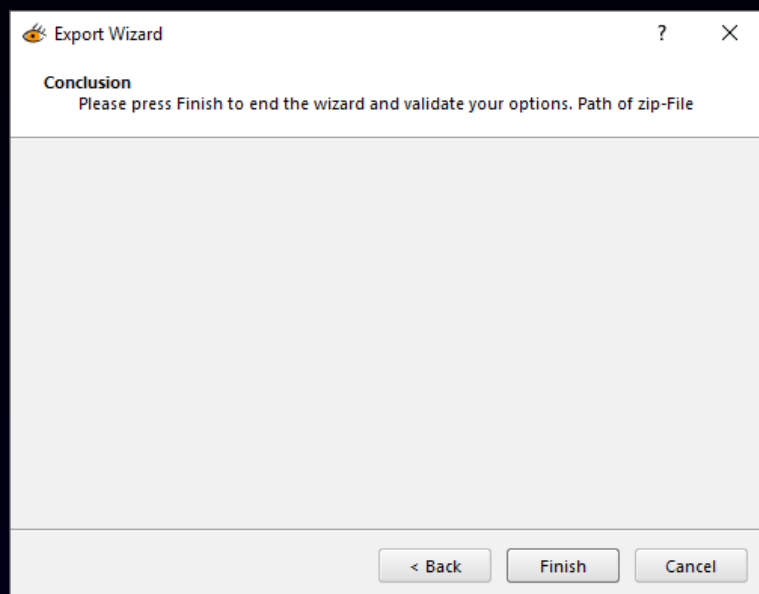
3. How to create Support file?

Please upload the support file to a file hoster of your choice (e.g. dropbox) and send the link to support@evt-web.com.

Thank you

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