

How to send RemoteScan log files

RemoteScan creates detailed, temporary log files which are used for troubleshooting specific hardware and network configurations (problems which might not be caused by RemoteScan). To locate the RemoteScan log files:

If you are using RemoteScan Client:

1. Open the RemoteScan Control Dialog Box from within your software application ("Insert Image" or "Acquire").
2. Click on the "Options..." button while holding down the "F2" key to enable the "Show Log Files" button.
3. Click on the "Show Log Files" button.

If you are using RemoteScan Server:

1. If it is not already running, start RemoteScan from the RemoteScan Program Group (Windows Start->Programs->RemoteScan)
2. Right click on RemoteScan tray icon
3. Click on the "About" button.
4. Click on the "Show Log Files" button.

These log files can be emailed to the RemoteScan technical support team(support@remote-scan.com) or they can be opened and read with any text editor and their contents pasted into the notes field from the RemoteScan technical support [contact form](#).