



Feature Description Document

Enabling Device Debug Logs

XAD-FDD-508-02G



Purpose

This document outlines the process of enabling device debug logs on IXM devices.

Applies to

TITAN	TFACE	TOUCH 2	SENSE 2	MERGE	MYCRO	MERGE CR
All Devices						

Description

As the name suggests device debug logs are used for debugging device-related issues, should any arise. These logs help the Invixium Support team in troubleshooting complex device-related bugs and issues and should ideally be enabled for quick turnaround times to device issues.



Enabling the Device Debug Logs from IXM WEB

- 1. From **Home** >> Click the **Devices** tab on the top >> Select the required **Device** >> Navigate to the **General Settings** tab for the device >> Click on **Device Log**.
- 2. Enable Capture Device Logs.

Device Log		
Capture Device Logs		
🖺 APPLY 🛓 DOWNLOAD 🗎 DELETE	2 RESET	

3. Click **Download** to initialize the process to download the device log file.

	Device ID: 1 TSTOUCH2FP2	Online Open Door	🖋 Ec	lit		
	Transactions 1,691	Authentication types Fingerprint	Device Enterp	Opening DeviceLogs.ency	×	1
Overview	Employees Co	mmunication Notification	Sec	You have chosen to open:		ard
Cloce	sk -			DeviceLogs.ency		~
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Dev	ice Log			from: http://192.168.1.60:9108		^
	apture Device Logs	B DELETE Ø RESET		What should Firefox do with this file? Open with Browse Save File		
🗠 Disp	lay			Do this <u>a</u> utomatically for files like this from now on.		~
Cک IXM	WEB Server Verification	n		OK Cancel		~
888 Mult	i-User Authentication					~
🏟 Sen	sor Test					~

4. Select Save File and Click **OK** to store the device log file on your machine.



5. To reset the Device Log setting back to default, click **Reset**. Reconfirm the action by clicking **Reset** in the pop-up dialog. If **Cancel** is clicked, then no action will be taken.

1 Device Log				
This will permanently reset Device Log settings				
	C Reset	× Cancel		

6. A "Device Log settings restored" message will be displayed. Click OK.

i Device Log		×
Device Log settings re	estored	
	ОК	

7. To delete the Device Log file from the device, Click **Delete**. Reconfirm the action by clicking **Delete** in the pop-up dialog. If **Cancel** is clicked, then no action will be taken.



8. A "File deleted" message will be displayed. Click **OK**.

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i Device Log		×
File deleted		
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Enabling the device debug logs from the LCD

1. Tap the launcher button on the device LCD. This will show a list of applications on the device.



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2. Swipe to the "Settings" application and tap on it.



3. Enter the valid credentials and tap **DONE**.





4. Locate the "Device Log" option and tap on it.



5. Toggle "**Status**" to on and then tap the **Save** icon on the top right corner. This will activate the device debug log.

	🖳 5:13 PM
← Device Log	8
Status	-
f d	:::

Note – TOUCH 2 LCD screenshots have been shown for illustrative purposes. Please follow the same process on MERGE, TFACE & TITAN LCDs.





Support

For more information relating to this Feature Description document, please contact us at support@invixium.com

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