

Feature Description Document

Enabling Device Debug Logs



Purpose

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

Applies to

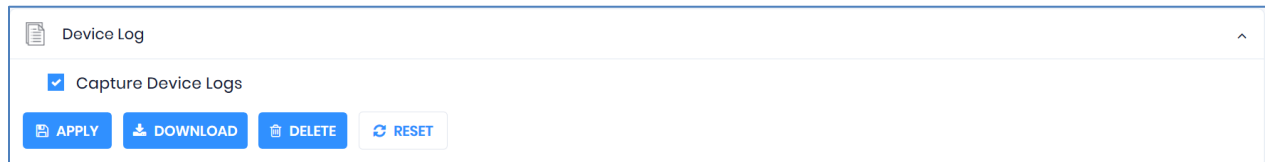
| | | | | | | |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| TITAN | TFACE | TOUCH 2 | SENSE 2 | MERGE | MYCRO | MERGE CR |
| All Devices | All Devices | All Devices | All Devices | All Devices | All Devices | All Devices |

Description

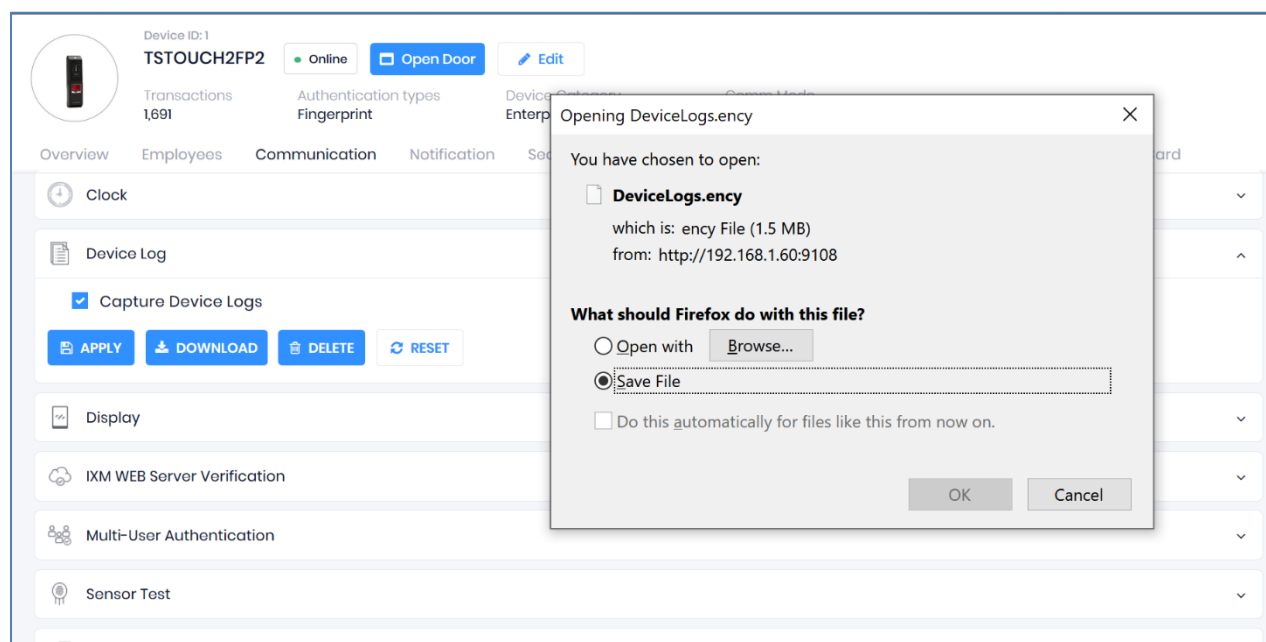
As the name suggests device debug logs are used for debugging device-related issues, should any arise. These logs help the Invixium Support team in troubleshooting complex device-related bugs and issues and should ideally be enabled for quick turnaround times to device issues.

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.

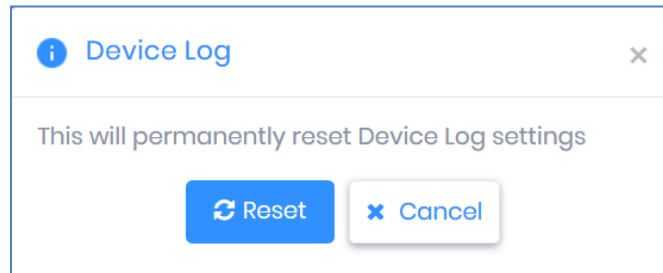


3. Click **Download** to initialize the process to download the device log file.

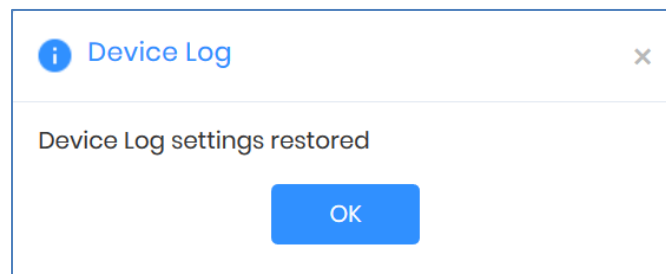


4. Select **Save File** and Click **OK** to store the device log file on your machine.

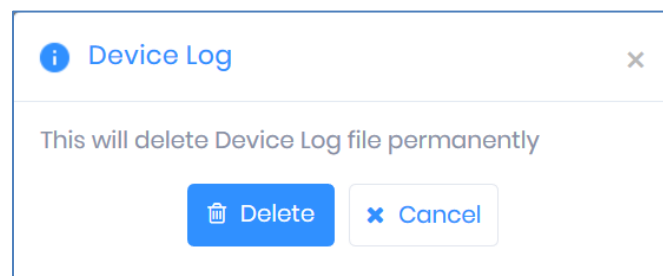
5. To reset the Device Log setting back to default, click **Reset**. Reconfirm the action by clicking **Reset** in the pop-up dialog. If **Cancel** is clicked, then no action will be taken.



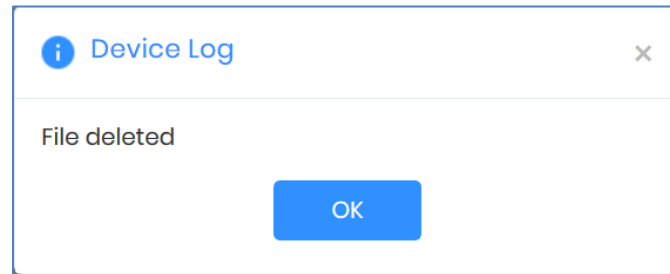
6. A "Device Log settings restored" message will be displayed. Click **OK**.



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.

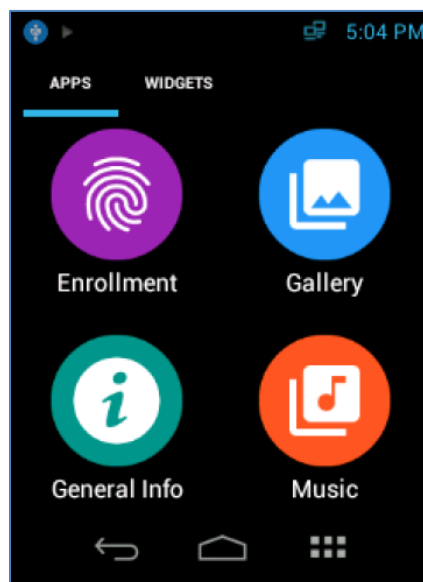


8. A "File deleted" message will be displayed. Click **OK**.

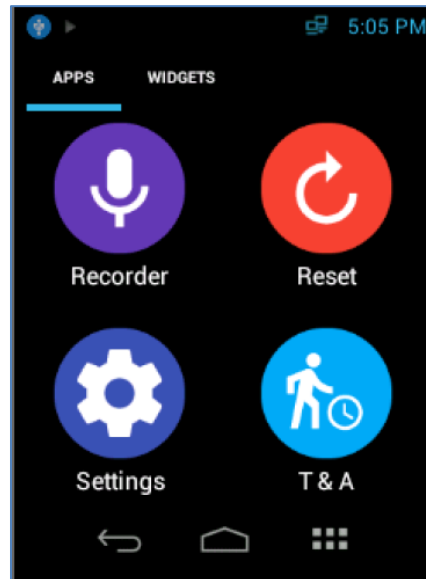


Enabling the device debug logs from the LCD

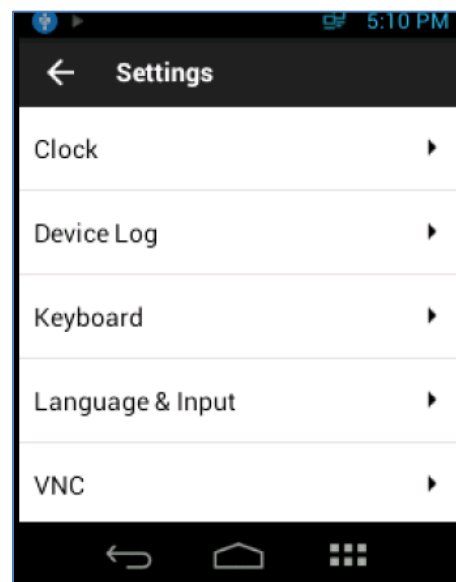
1. Tap the launcher button on the device LCD. This will show a list of applications on the device.



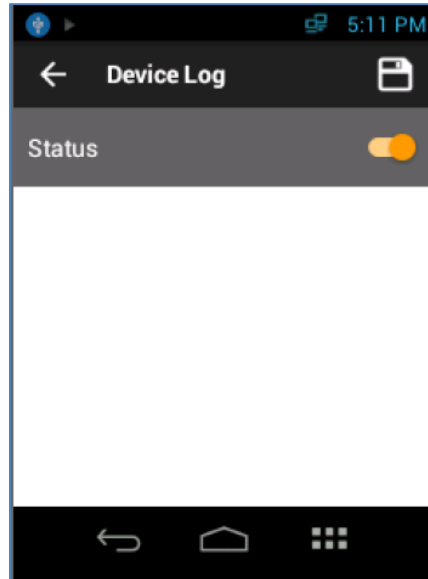
2. Swipe to the “**Settings**” application and tap on it.



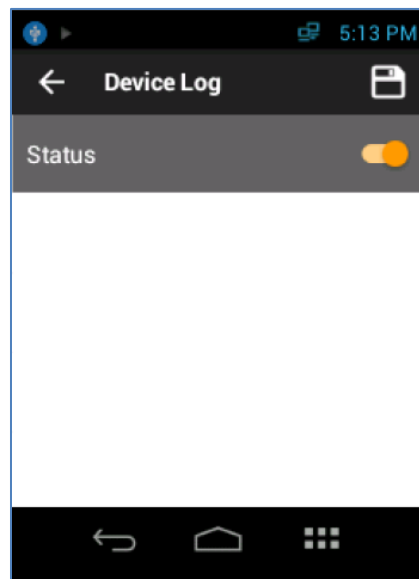
3. Enter the valid credentials and tap **DONE**.



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.



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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