

user manual

pco.help

how to create support files



pco.

Target Audience: This camera is designed for use by technicians, engineers, and scientists.

In case of any questions or comments, please contact us at PCO.



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The cover photo shows an exemplary PCO camera system.
The lens is sold separately.

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By Thomas Hartmann

pco.help_howtocreatesupportfiles V1.00 © PCO AG, Germany

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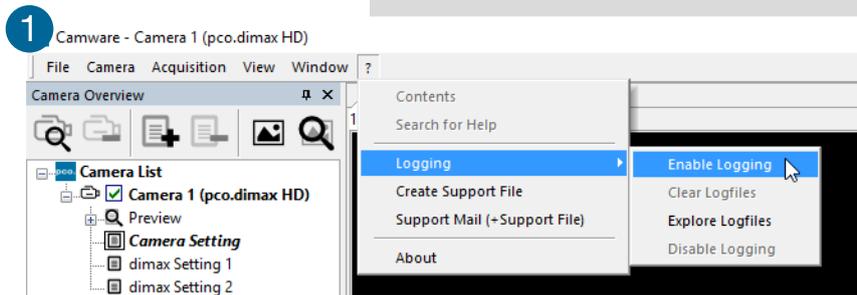
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1. HOW TO CREATE LOGFILES

This manual will explain how to activate logfiles, to create a support file and to send them to PCO support.

2. CAMWARE 4

2.1 ACTIVATE LOGFILES

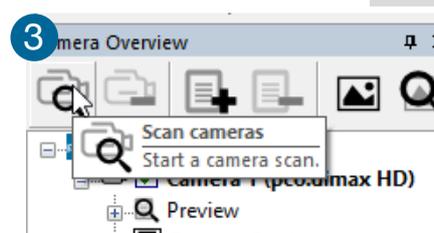


First step open Camware, via the “?” (Help Menu) in the menu bar you can **Enable Logging**.

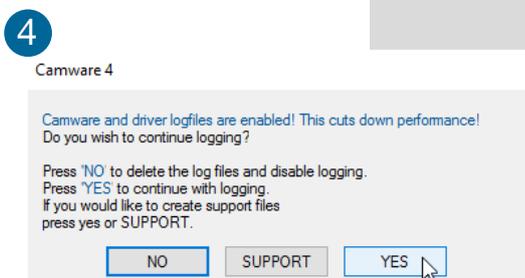
Logging can be enabled while camera is connected.



Logfiles will be created during the next start of Camware or when a Scan Camera is started.



Save your image data before starting a rescan.
Now push **Scan cameras**.

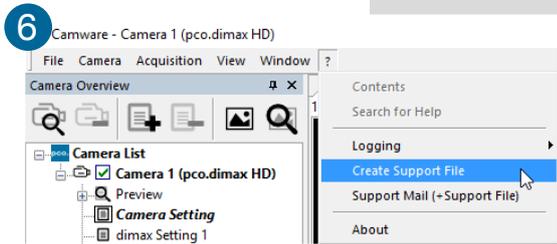


Camware will ask, if you want to **continue** logging.
Click **Yes** button.

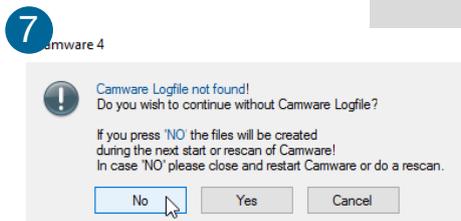
Repeat the workflow which produces the errors.
In case, the camera is not recognized and Camware starts in Demo-Mode, the logging already documents possible communication problems.

2.2 CREATE SUPPORT FILE

After having reproduced the workflow, please create the **Support File** and send it to PCO.

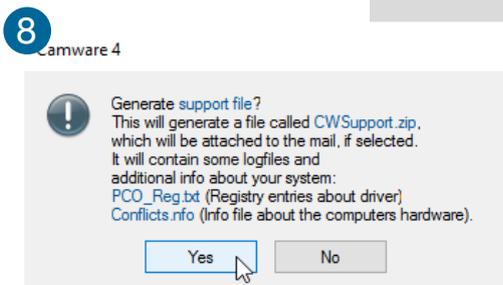


? **Help menu:** click Create Support File



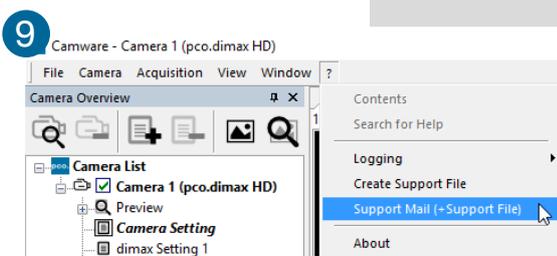
Camware Logfile not found

If this window pops up, **Logfiles** are not found or have not been created so far. Just use **Scan cameras** again.



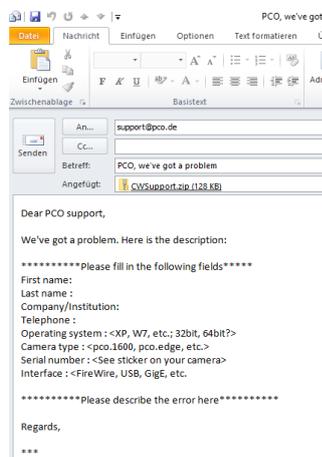
Generate Support File

Click **Yes** to generate the support file containing Logfiles and system information.
Send it to **PCO Support** (support@pco.de)



Support Mail

Camware can also create an email with attached support file (you must have standard email software installed on your computer).



Please fill out the form: Name, Company, Telephone, Operating System, Camera Type, **Serial number**, Interface.

OR

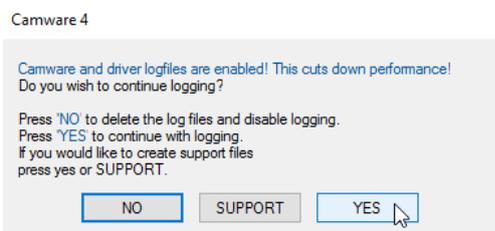
Visit PCO Website <http://www.pco.de/support/> and upload the support file with our support form.

2.3 DEMO MODE

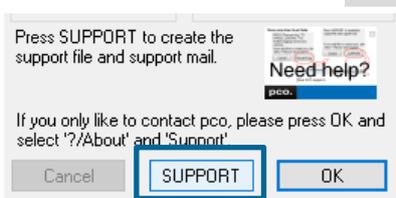


If Camware cannot detect any connected camera, it will start in **Demo mode**. It is also possible to activate **Logfiles** in Demo mode.

Demo mode will ask you if you want to **Rescan'n log**. After pressing this button Camware will start a rescan and activate logfiles.

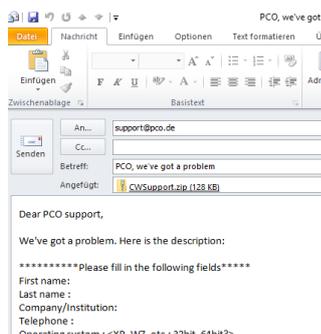


Camware will ask, if you want to **continue** logging. Click **Yes** button.



Now **click on support** and a support file will be created.

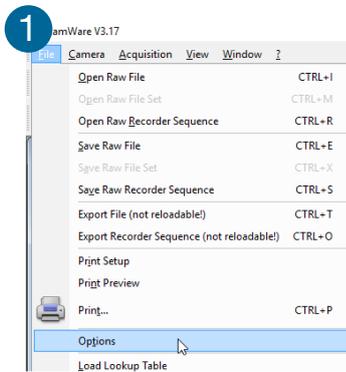
Camware can also create an email with attached support file (you must have standard email software installed on your computer).



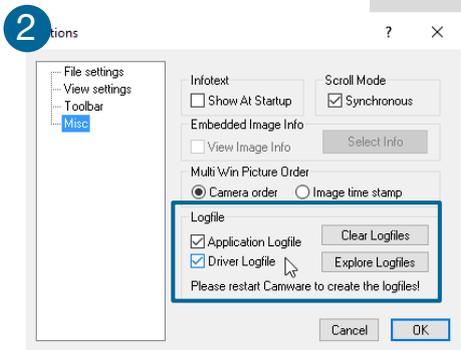
Please fill out the form: Name, Company, Telephone, Operating System, Camera Type, **Serial number**, Interface.

3. CAMWARE 3

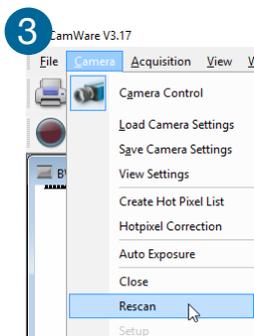
3.1 ACTIVATE LOGFILES



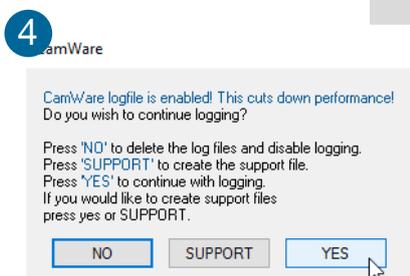
Open Camware, select the **File-tab** in the menu bar and select **Options**.



In the **Misc**-menu, you have to enable the **Application Logfile** and the **Driver Logfile**.



Select the Camera-tab and click **Rescan**. Camware will rescan for connected cameras and logfiles can be enabled.



Camware will ask, if you want to **enable logfiles**. Select **YES**.

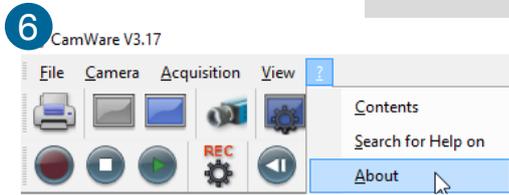
5

Repeat the workflow which produces the errors.

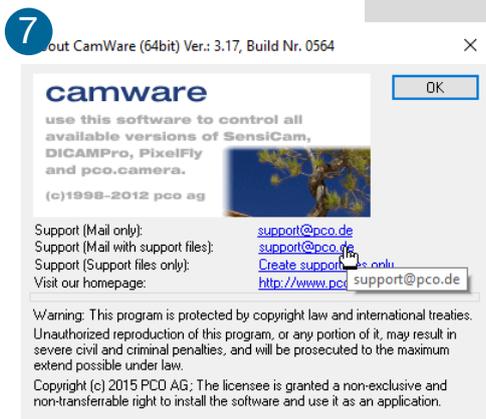
In case, the camera is not recognized and Camware starts in Demo-Mode, the logging already documents possible communication problems.

3.2 CREATE SUPPORT FILE

After having reproduced the workflow please **create the support files package (CWsupport.zip)** and send it to PCO.



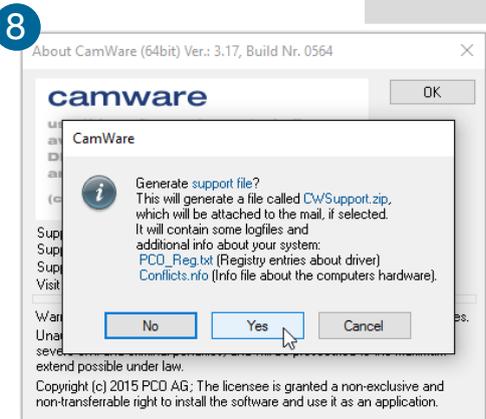
Select the **? Help menu** and click **About**.



The About Camware pop-up will show three different Support options.

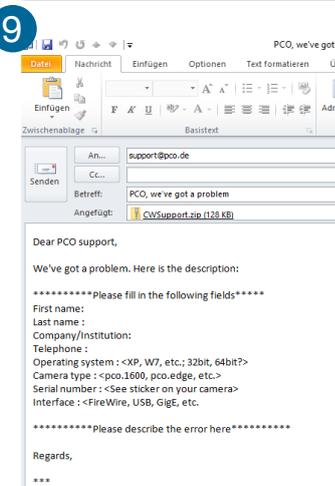
Support (Mail only): opens a new email PCO support
Support (Mail with support files): opens a new email to PCO support. The CWsupport.zip will be attached to this email.

Support (Support files only): generates the CWsupport.zip.



Camware will ask, if you want to **Generate support file (CWsupport.zip)**. Furthermore **PCO_Reg.txt** with registry entries about driver and **Conflicts.nfo**, a file that contains information about computer hardware, are generated.

Click **Yes**.

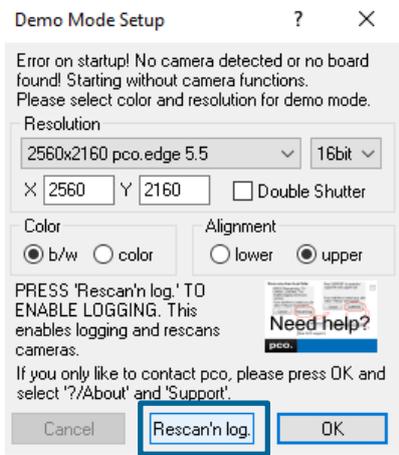


Please fill out the form: Name, Company, Telephone, Operating System, Camera Type, **Serial number**, Interface.

OR

Visit PCO Website <http://www.pco.de/support/> and upload the support file with our support form.

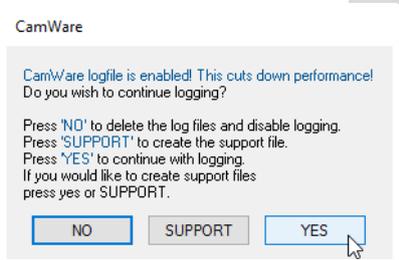
3.3 DEMO MODE



If Camware cannot detect any connected camera, it will start in **Demo mode**. It is also possible to activate **Logfiles** in Demo mode.

If you use **Camware 3**: tool tip describes the steps for creating logfiles and support file.

Demo mode will ask you if you want to **Rescan'n log**. After pressing this button Camware will start a rescan and activate logfiles.



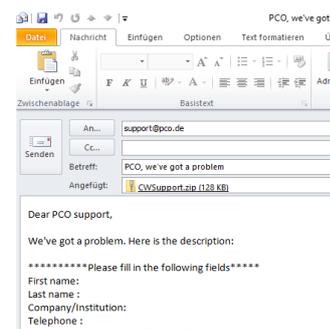
Camware will ask, if you want to **continue** logging. Click **Yes** button.



Now **click on support** and a support file will be created.



Camware can also create an email with attached support file (you must have standard email software installed on your computer).



Please fill out the form: Name, Company, Telephone, Operating System, Camera Type, **Serial number**, Interface.

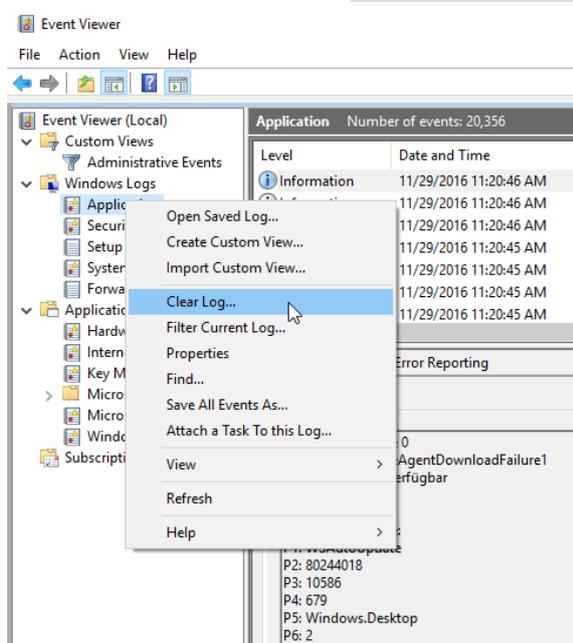
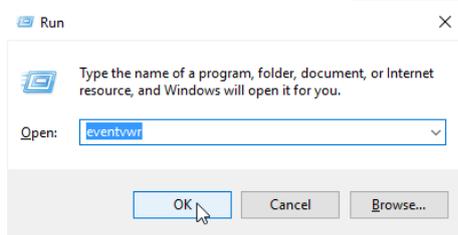
3.4 CREATE SUPPORT FILE PROBLEM

There might occur a problem when using Camware 3 with Windows.

If the creation of the **CWsupport.zip** takes **very long**, the Windows Logfiles must be deleted in the Event Viewer.

Clear Windows Logfiles

Open Event Viewer: Windows + R → eventvwr → ok.



Clear all **Windows Logs** and all **Application Logs**.

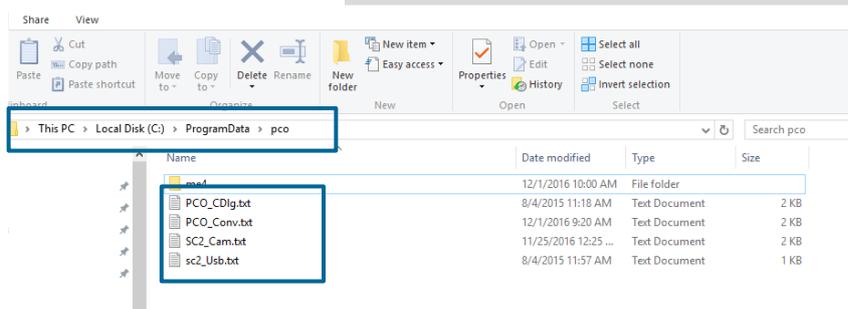
Now CWSupport.zip will be generated in a fast way.

4. ENABLE LOGGING MANUALLY

Useable for pco.camware or 3rd Party Software.

If Camware / pco.camware is started (or SDK is addressed during a 3rd Party Software session) with default configuration, the folder **pco** is always created within **C:\ProgramData** automatically (this folder is hidden and must be made visible).

Within this folder, **several .txt files** are created:



Each txt-file contains a short description how to enable the logging manually:

SC2_Cam.txt

Logging info: Rename the **SC2_Cam.txt** file to **SC2_Cam.log**, in order to enable logging.

Logging consumes time and should not be enabled permanently.

SC2_Cam.log will be overwritten at startup of a session.

If you like to have more than one session logged, rename this file to SC2_Cam_a.log.

If both exist pco_conv_a.log will be used.

Create a file **SC2_Cam.ini** with the following parameters:

flush=1 (default=0, avoids a logfile close/open during write operation)

This will be faster than flush=0, but the most recent data is still in the cache of the system and thus the file is not current.

usethread=1 (default=0, uses a thread to write the logging data)

This avoids blocking of the thread calling the write operation.

This will be faster than usethread=0, but the most recent data is still buffered in logging buffers and thus the file is not current.

PCO_CDlg.txt / PCO_Conv.txt

Logging info: Rename this file to P.log / PCO_Conv.log, in order to enable logging.

Create a file PCO_Conv.ini with the following parameters:

flush=1

usethread=1

SC2_USB.log

Logging info: Rename this file to sc2_USB.log in order to enable logging.

There are a few more interfaces that need log and ini files:

sc2_cl_mtx, sc2_cl_nat, sc2_cl_me4: sc2_cl_param.ini;

sc2_gige: sc2_gige_param.ini **and a few more....**

ABOUT PCO



pco.

In 1987, PCO was founded with the objective to develop and to produce specialized, fast and sensitive video camera systems, mainly for scientific applications. Meanwhile the product range of PCO cameras covers digital camera systems with high dynamic range, high resolution, high speed and low noise, which are sold in the scientific and industrial market all over the world.

Currently PCO is one of the leading manufacturers of scientific cameras. Worldwide representatives, together with our own sales department and technical support assure that we keep in touch with our customers and their needs. The actual wide range of specialized camera systems is the result of technical challenge and product specific know-how. A design according to advanced techniques, a high standard of production and strict quality controls guarantee a reliable operation of the cameras. Our own developments in conjunction with an excellent contact to leading manufacturers of image sensors ensure our access to state-of-the-art CCD- and CMOS-technology for our cameras.

Since 2001, PCO is located in its own facility building in Kelheim at the shore of the beautiful and international river Danube. Here in the county Bavaria, which is well known for its excellent support and conditions for high technology companies, we share the benefits of the simple access to high performance products and services in the surrounding area.

Kelheim itself is a historical town, first documented in 866. The small city is founded at the confluence of the Danube and the Altmühl, which has been converted into the Rhine-Main-Danube bypass channel for water transport. Located in Danube-valley, it is the heart of a beautiful river and forest covered lime plateau landscape. It's landmark, the Hall of Liberation, was built by Ludwig I. in 1863 on the Mount Michael and is visible from all over the city and valley. The beautiful Danube-Gorge, which is protected as natural monument since 1840, is located between Kelheim and the famous abbey Weltenburg.

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