

Finding the Log-File

1 Instruction

EasyWare and EasyWarePro log status information, warnings and errors in a log file. In many cases this log file helps identifying issues with a particular software installation.

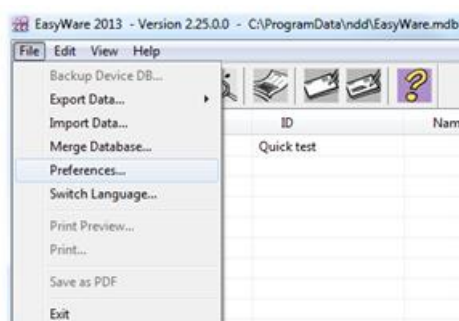
This application note describes where the log-file is located.

2 Finding the Log-File

2.1 EasyWare Software

Start EasyWare

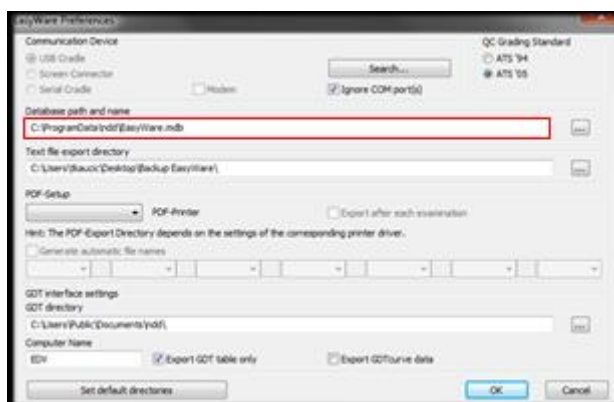
Go to File / Preferences...



The Log-File path can be found under 'Database path and name'

Open the path indicated here in the windows explorer and locate the file nddMed.log

This file can be attached to an Email



Alternatively click on the question mark icon on the left side. The Log-File automatically opens in the windows editor.

Save the file to a temporary location and attach it to an Email



2.2 Easy on-PC Software (EasyWarePro)

Start Easy on-PC

Select Utilities



Select Export



Only mark "Logging Information"



Select a folder where the Log-File has to be stored.

The message "Export successfully finished" confirms that the file has been generated.

You can attach this file to an Email.

