

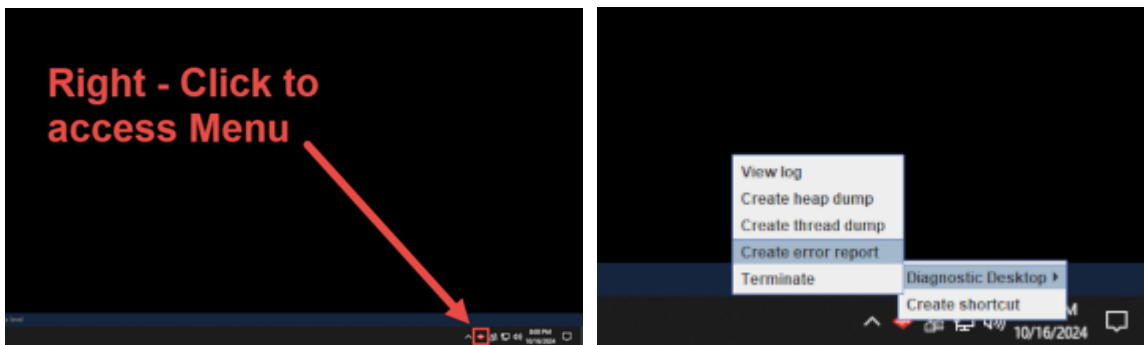
Creating an Error Report

To assist AGFA Support in analysing application behaviour and failures, AGFA HealthCare Enterprise Imaging (EI) generates log files on workstations. Once created, these log files are automatically uploaded to the EI application server. If required, end users can retrieve these log files as a zip file to email or copy to local storage media.

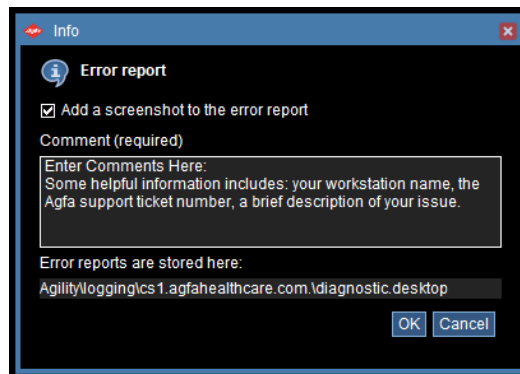
If you encounter an error within EI or are asked to create an Error Report – **you must create an error report before you close EI or kill the EI process in the windows task manager.**

To collect log files from a workstation:

In the Windows task tray, right-click the AGFA icon and select Desktop name > Create error report.



In the Error report Info dialog, type a Comment or other useful information about your issue.



Optionally, clear the “ Add a screenshot to the error report “ checkbox. When selected, PNG screen captures of your monitors are included in the report. Click OK.

A “Creating Error Report” message will appear. The dialog box will close once the error report has finished generating.

On the Windows workstation, you can download them from the following location:

C:\ProgramData\AGFA\IMPAX
Agility\logging\server_name\Windows_user_name\name.desktop\ImpaxAgilityError-date-ID-comment.zip