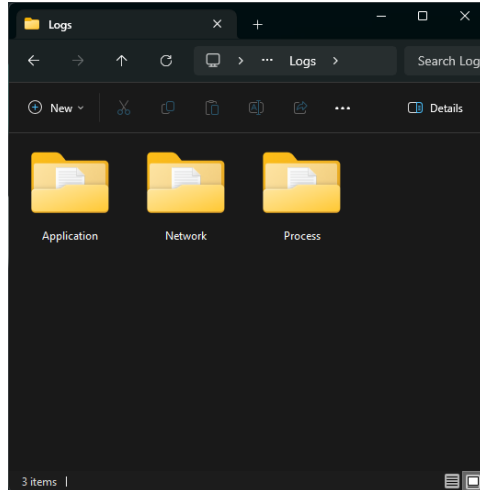
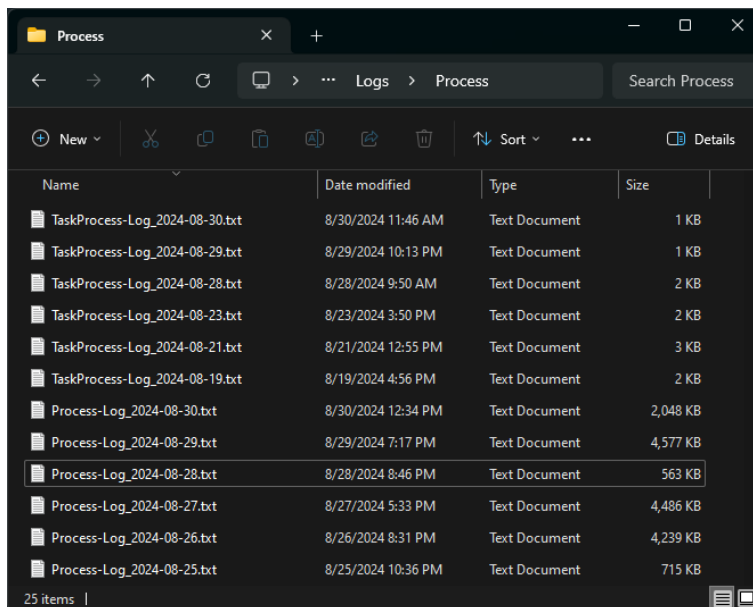


How to Access and Read Log Files

Scanshare Log files are located in C:\ProgramData\Scanshare\Logs, there are three folders - Application, Network, and Process.



Application and Network Log files are sometimes requested but most commonly, we will be looking for Process Log Files. There are two Log File types in the Process folder, TaskProcess-Log and Process-Log text files. Process-Log files contain the Event page data in Scanshare with a date stamp in the filename.



How to Access and Read Log Files

Process log files are pipe-delimited files with 4 “columns”

- Date & Time Stamp
- Log Message Type
- Workflow Name
- Information from the process

```

Process-Log_2024-08-30.txt
File Edit View
2024-08-30 12:08:34:770 | Debug | Translate to Spanish | Deleting temporary file: True
2024-08-30 12:08:34:797 | Error | Translate to Spanish | Workflow isn't processed successfully,
reason: Connector failed, check log for details.
2024-08-30 12:08:34:801 | Detailed | Translate to Spanish | Workflow 'Translate to Spanish' end
2024-08-30 12:08:34:918 | Information | Process | Document format: DocumentFormatTIFF
2024-08-30 12:08:34:921 | Detailed | Process | Loading image...
2024-08-30 12:08:34:964 | Detailed | Process | Loading image... Finished
2024-08-30 12:08:34:969 | Detailed | Translate to Spanish | Workflow 'Translate to Spanish' has
some work to do, starting process.
2024-08-30 12:08:35:006 | Detailed | Translate to Spanish | Workflow 'Translate to Spanish' start
(ThreadID: 73)
2024-08-30 12:08:35:009 | Detailed | Translate to Spanish | Found 1 total files to process for
this session
2024-08-30 12:08:35:012 | Detailed | Translate to Spanish | Found a file to process: C:
\ProgramData\Scanshare\Incoming\Workflow-249\Simple_invoice.img
2024-08-30 12:08:35:016 | Information | Translate to Spanish | Creating backup of original file
2024-08-30 12:08:35:021 | Information | Translate to Spanish | Starting workflow process on the
document (Translate to Spanish)
2024-08-30 12:08:35:043 | Debug | Translate to Spanish | Loading Imaging engine
2024-08-30 12:08:35:047 | Information | Translate to Spanish | Document format: DocumentFormatTIFF
2024-08-30 12:08:35:051 | Detailed | Translate to Spanish | Loading image...
2024-08-30 12:08:35:152 | Detailed | Translate to Spanish | Loading image... Finished
2024-08-30 12:08:35:183 | Detailed | Translate to Spanish | Creating temporary folder for
processing
2024-08-30 12:08:35:195 | Detailed | Translate to Spanish | Found 0 total triggers
2024-08-30 12:08:35:207 | Detailed | Translate to Spanish | Travelling node #'13'
2024-08-30 12:08:35:294 | Detailed | Translate to Spanish | Travelling node #'7'
2024-08-30 12:08:35:369 | Detailed | Translate to Spanish | Travelling node #'3'
2024-08-30 12:08:35:378 | Detailed | Translate to Spanish | Loading Settings
2024-08-30 12:08:35:393 | Information | Translate to Spanish | Starting Smart Document recognition
2024-08-30 12:08:35:398 | Detailed | Translate to Spanish | Parsing variables
2024-08-30 12:09:06:037 | Detailed | Translate to Spanish | Executing job: Translation
2024-08-30 12:09:06:043 | Debug | Translate to Spanish | Loading job
Ln 1, Col 1 | 2,101,198 characters | 100% | Windows (CRLF) | UTF-8

```