

SAVING A DEBUG FILE ON A WEBCAN UNITS

After performing a verification, you need assistance with or if you are experiencing a crash, the Webscan TruCheck software allows you to save a 'Debug File' that can be analyzed by engineers. The file format is a .wdf file type and allows our engineers to view your code image and settings on your unit remotely. Below are instructions on how to save these file types.

- After scanning and getting a particular result
- Select the 'Help' tab from the main menu at the top of the window.
- Then select save a 'Debug File' from the drop down.
- This will save a .wdf file type that will allow software engineers to see all of your settings, code image and the reported results for the last verification performed.
- If the software is crashing, the customer should use the save before verify option when saving a debug file.

NOTE: If you need our engineers to compare two results, you will need to do this two times, with each one demonstrating a difference in grade. Again, remember to scan the code first – the debug file that is saved is always for the code that you just previously scanned.

