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Technical Bulletin

System Check Tool

Overview

The purpose of the Kodak® System Check tool (**sys_check** tool) is to enable a customer or support specialist to collect all software information relevant to a problem and attach this information to an escalation call. For best results, activate the tool immediately after the problem occurs.

The **sys_check** tool supports the following products:

- Kodak Prinergy® software
- Kodak Evo® software
- Kodak Link software
- Kodak Insite™ software
- Kodak Xpo™ software
- Kodak Print Console software
- Kodak TeamWorks™ software

The **sys_check** tool collects all system logs into a single HTML file, which contains the last 300 lines of each log. The HTML file is created in the desktop folder and its icon is automatically displayed on the customer's desktop so that customer can double-click it to open the file. In addition, the tool creates a compressed (zip) file that includes all full logs. The compressed file is convenient when you need to submit the full logs with the escalation call.

This document explains how to install and run the **sys_check** tool, how to view the files, and the structure of the HTML and compressed files.

Installing the System Check Tool

To install the **sys_check** tool, double-click the **SystemCheck_installer.exe** file.

The executables are installed in the **%SYSTEMDRIVE%\Program Files\System Check Tool** folder.

Note: This document, **sys_check.pdf**, is also located in the **%SYSTEMDRIVE%\Program Files\System Check Tool\Documents** folder.

Running the System Check Tool

Select **Start > Programs Files > System Check Tool > System Check Tool**. The HTML file and the compressed (zip) file that includes all full logs are created. The compressed file has the same prefix as the HTML file.

The HTML file functions properly on a Microsoft® Windows® operating system with a Microsoft Internet Explorer® browser. Performance in other environments hasn't been tested.

Viewing the System Check Tool Files

To ensure that the links work properly and to browse the full logs:

- Verify that the **unzip.exe** or **winzip.exe** utilities are installed on the computer.
- The compressed and HTML files must be copied *together* to the computer desktop

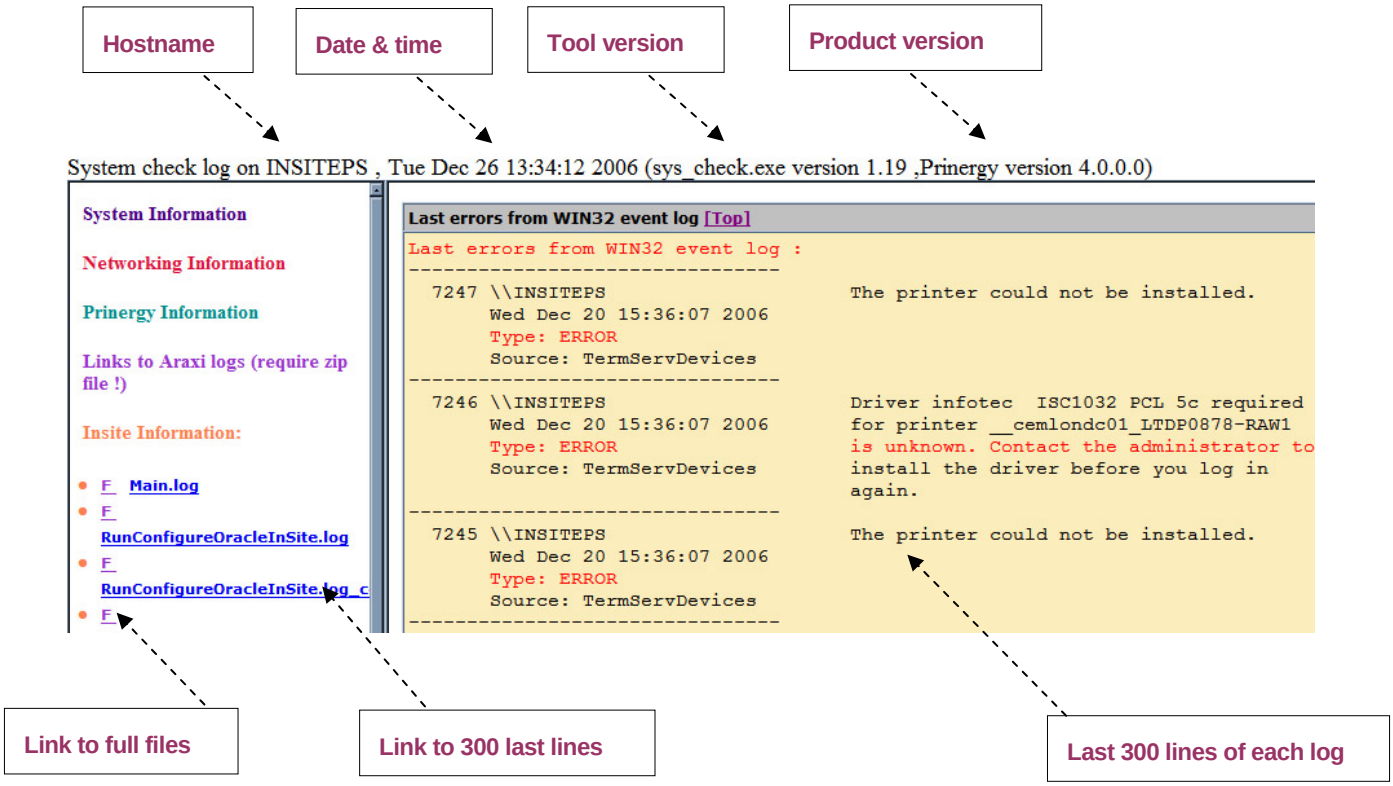
To view the system check tool files:

1. Double-click the HTML file icon that was created on the desktop. You will need to confirm the **ActiveX** operation in order to uncompress the zip file in parallel.
2. It is recommended to display the HTML file in a full screen view.

Note: Whenever you refresh the screen while the HTML file is open, the compressed file is uncompressed again to the **c:\temp** folder. Whenever you close the HTML file, the **c:\temp** folder is emptied.

Structure of the System Check Tool files

The following illustration shows an example of the HTML file that the **sys_check** tool has created for Prinergy software.



If a log file is large, the HTML file includes purple links, labeled **F** to the full log files.

The HTML file consists of two frames, where the right-side frame shows the log information, and the left-side frame is the navigation frame. This file structure eliminates the need for much scrolling.

The full logs are stored inside the compressed file, which has the same prefix as the HTML file that is created on the customer's desktop. When the HTML file opens, the zip file is uncompressed and its content is saved in the **c:\temp** folder. When you click a purple link of the HTML file, the corresponding full log file in the **c:\temp** folder opens.

Notes:

- Whenever you refresh the screen while the HTML file is open, the zip file ,if exists ,is uncompressed again to the **c:\temp** folder.
- When the HTML and zip files are transferred to another computer, the links will function in a similar manner.

About Kodak Graphic Communications Group (GCG)

The leading provider of graphic communications solutions worldwide, Kodak's Graphic Communications Group (GCG) offers image capture systems; professional color, copydot, and high-speed document scanning systems; inkjet printing and proofing systems; workflow and color management software; thermal imaging devices for film, plates, and proofs; high-quality proofing media, printing plates, and recording film; on-demand color and black-and-white printing systems; data storage products; and professional services. With corporate headquarters located in Rochester, N.Y., Kodak (NYSE: EK) has the largest global sales force and is committed to a digitally oriented growth strategy.

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