

Engine logging (all versions)

000021488 | Troubleshooting | Last updated 2026-09-03 | OmniPage Capture SDK

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Background:

The Engine initialization will check the presence of a file named 'recdiag_log.ini' in the user's Documents directory.

If the 'recdiag_log.ini' file is present, logging will start, and a log file named 'recdiag_*.log' will be created in the same folder as the ini file.

Steps to set up logging:

1. Copy the attached 'recdiag_log.ini' to the user's Documents directory.
2. Run your application until it reaches the incriminated call and the error occurs, then terminate the process.
3. Send us the created 'recdiag_*.log' file compressed (like ZIP or similar).

Notes:

1. When you are done with logging, the 'recdiag_log.ini' file has to be removed/renamed to prevent further

logging that would slow down your OCR process, and the log file would grow extremely big.

2. Make sure that the account that runs the actual application, which is being logged, has enough rights to write

to the current User's Documents directory.

recdiag_log.ini

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