

ShareScan - CSDK Logging

000044985 | Troubleshooting | Last updated 2026-09-11 | ShareScan

Question

How to enable CSDK (engine) logging for ShareScan application

Answer

To collect CSDK logs, please follow these steps:

- Copy the attached recdiag_log.ini file below to this folder: C:\Program Files (x86)\Tungsten\ShareScan25.3\Server\System (make sure that the file is not blocked by Windows, use the PowerShell unblock command)
- Attached file [recdiag_log.ini](#) file
- Please enable the Raw file for capture images: ShareScan - Capture raw image files for troubleshooting
- Enable ShareScan Verbose trace logging: ShareScan - How to export verbose trace files
- Compress the content of your (default location) *C:\ProgramData\Tungsten\ShareScan\ScannedFiles* folder to a ZIP file

Applies to

Product	Version	Build	Environment	Hardware
Tungsten eCopy ShareScan	2025.3			

References

- ShareScan - How to export verbose trace files
- ShareScan - Capture raw image files for troubleshooting
- Unblock Zip File after downloading files

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/44985>