

Procedure in the case of image processing errors

Knowledge base article #6881

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In the case of image processing errors (for example: barcode cannot be recognized, zonal OCR and regular expression do not work, low quality of the output file etc.), attach the zipped debug log as well as the following files to the support case:

- Backup file of the scanned document (TIF file)
- Used scan profile (XML file)

Proceed as follows:

- 1. Start the Drivve | Image configuration tool.
- 2. On the Tools menu, click Options.
- 3. Click the Advanced tab.
- 4. Enable the function Create backup of every scanned document

| Options | 83 |
|---|----------|
| Global settings | Help |
| Active Directory Server Shared Iogin Fto Settings Advanced Notification | |
| | |
| | 1 |
| V Check Windows service account info at startup | , |
| Create Support.zip Create | |
| Advanced | \equiv |
| Processing sleep time in ms per image | |
| Process priority | |
| Multi processor support | |
| Max. number of processes 3 | |
| Create backup of every scanned document | |
| Delete error scans | |
| | |
| | |
| | |
| | |
| OK Cancel | |

- 5. Click OK.
- 6. Click the Save button.
- 7. Scan the document which caused the error (or a similar document). Use the same scan profile.

- 8. Go to the following directory:\Drivve\Drivve Image\work\backup
- 9. Attach the TIF file of the scanned document to the support case.



Caution Disable the function Create backup of every scanned documentafter you have scanned the document.

