

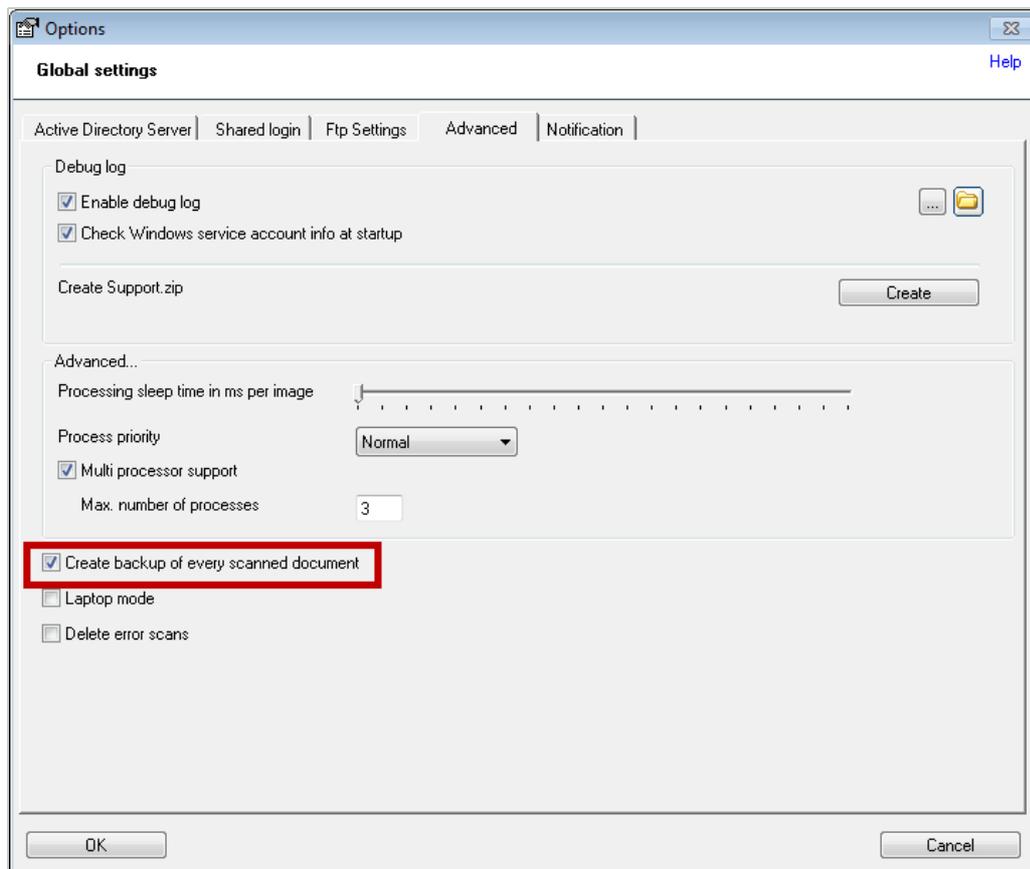
Procedure in the case of image processing errors

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 Driveve | 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**



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 document** after you have scanned the document.