



### Extracting Log File From Colordyne Printer

**\*This document can be utilized for either the 1600C model or 1600S model\***

#### Overview:

1. Logging into the “Service Menu’s” of the EWS Toolbox Software
2. Running & copying “sdk\_serial\_debug” file
3. Saving & sending your log file to Vivid Data Group’s Technical Support Team

**The following Service Bulletin will walk all end users through locating, running and sending their Colordyne Log File into Vivid Data Group’s Technical Support Team**

1. Logging into the “Service Menu’s” of the EWS Toolbox Software
  - a. Launch your EWS Toolbox software by going to “Start Menu” and scrolling to the Colordyne Application. Underneath the Colordyne folder select “Colordyne Toolbox”. Once launched a web browser will open up and provide you a group of commands and diagnostic information for your Colordyne printer.

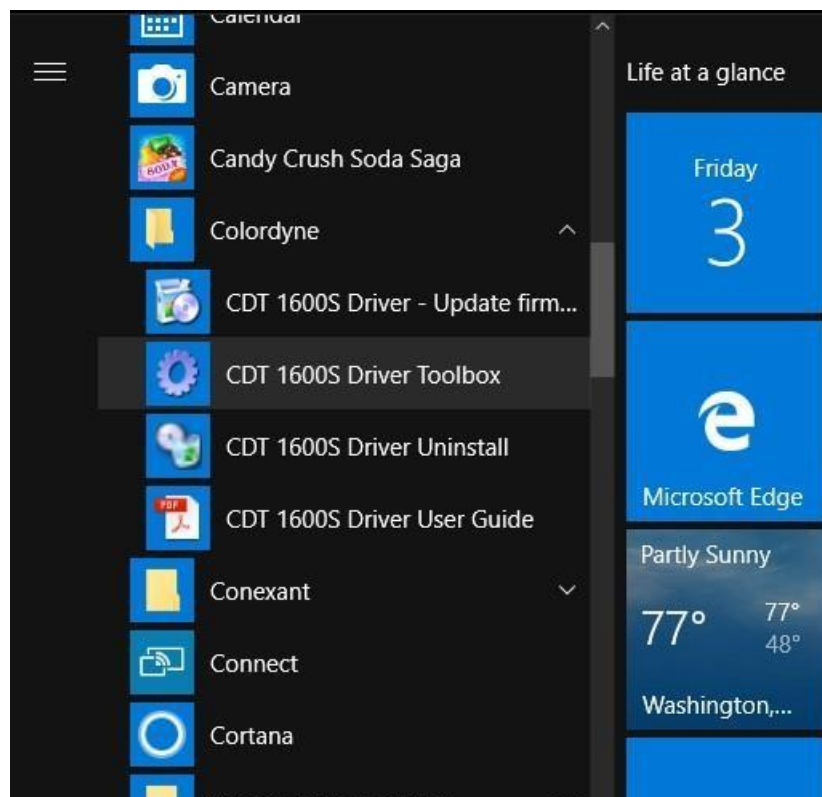




Figure 1 Selecting the Coloryne Tool Box software under the Start Menu.

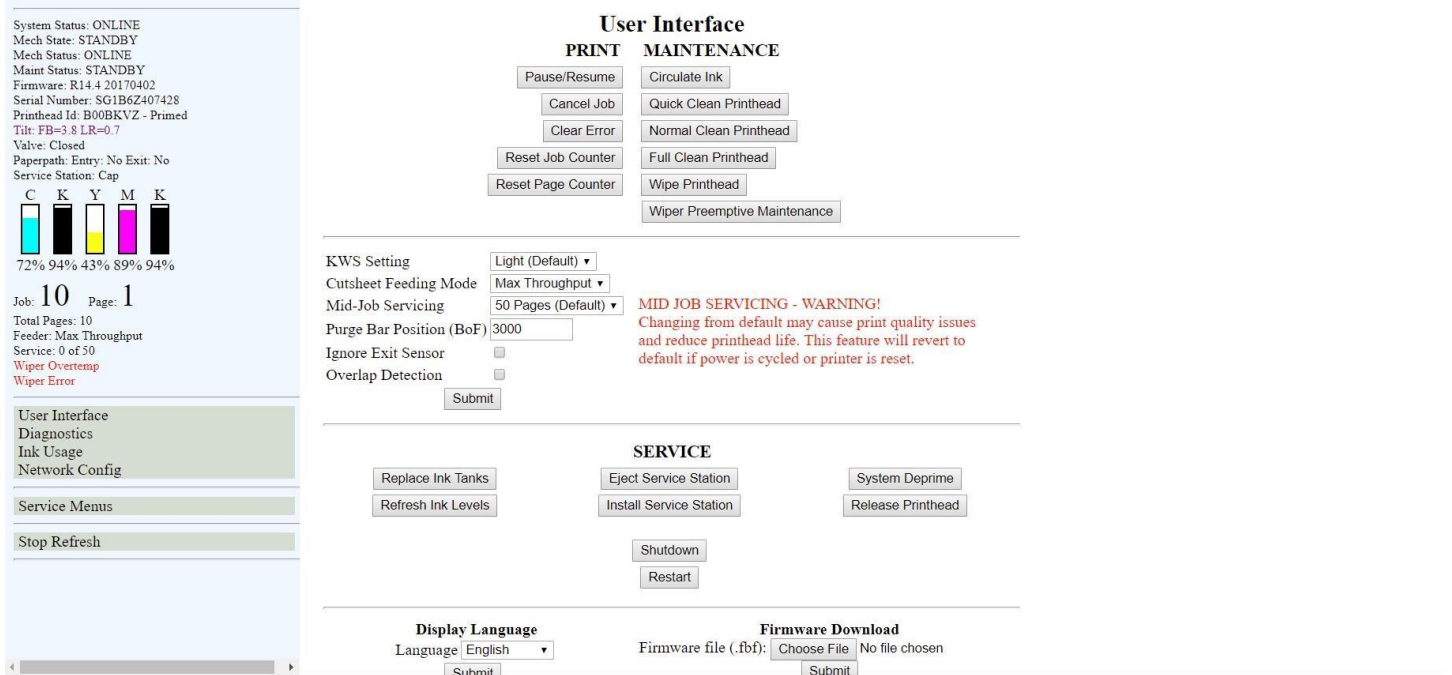


Figure 2 After selecting your printer you will be taking to the following landing page.

2. Running & copying “sdk\_serial\_debug” file
  - a. Select “Service Menus” on the lower left hand side of the EWS Toolbox Software.
  - b. Login utilizing the following password
    - i. 630
    - ii. 123
    - iii. password
  - d. Search for “sdk\_serial\_debug” and click the direct link.
  - e. Copy the contents of the page that appears and paste it in a notepad file.



System Status: ONLINE  
 Mech State: STANDBY  
 Mech Status: ONLINE  
 Maint Status: STANDBY  
 Firmware: R14.4 20170402  
 Serial Number: SG1B6Z407428  
 Printhead Id: B00BKVZ - Primed  
 Tilt: FB=3.8 LR=0.7  
 Valve: OpenInk  
 Paperpath: Entry: No Exit: No  
 Service Station: Cap

C K Y M K  
 72% 94% 43% 89% 94%

Job: 10 Page: 1  
 Total Pages: 10  
 Feeder: Max Throughput  
 Service: 0 of 50  
 Wiper Overtemp  
 Wiper Error

User Interface  
 Diagnostics  
 Ink Usage  
 Network Config

Service Menus ●

Stop Refresh

**Service Menus**  
 Password   
 Submit

Figure 3 Select "Service Menus" and enter your password.

System Status: ONLINE  
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Service Menus  
 Printer Maint Config  
 Printer Control Config  
 Scan Sensors  
 Commands Help ●  
 Exit Service Menus

Stop Refresh

**List of available EWS service commands**  
 Search for this command name   
 Submit

Command	Description	Arguments
<a href="#">sdk_serial_debug</a>	sdk version of serial debug_replay	(none)

**List of available EWS service commands**  
 Search for this command name   
 Submit

Figure 4 Search for "sdk\_serial\_debug".



System Status: ONLINE  
 Mech State: STANDBY  
 Mech Status: ONLINE  
 Maint Status: STANDBY  
 Firmware: R14.4 20170402  
 Serial Number: SG1B6Z407428  
 Printhead Id: B00BKVZ - Primed  
 Tilt: FB=3.8 LR=0.7  
 Valve: Closed  
 Paperpath: Entry: No Exit: No  
 Service Station: Cap

C	K	Y	M	K
<div style="width: 72%; height: 10px; background-color: cyan;"></div>	<div style="width: 94%; height: 10px; background-color: black;"></div>	<div style="width: 43%; height: 10px; background-color: yellow;"></div>	<div style="width: 89%; height: 10px; background-color: magenta;"></div>	<div style="width: 94%; height: 10px; background-color: black;"></div>
72%	94%	43%	89%	94%

Job: 10 Page: 1  
 Total Pages: 10  
 Feeder: Max Throughput  
 Service: 0 of 50  
 Wiper Overtemp  
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User Interface  
 Diagnostics  
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 Network Config

Service Menus  
 Printer Maint Config  
 Printer Control Config  
 Scan Sensors  
 Commands Help ●  
 Exit Service Menus

Stop Refresh

```

0 INIT INIT memory size=134217728
110 DFAULT Default TCL commands have been executed for UserIfe
119 DFAULT Default TCL commands have been executed for SDK
122 INIT Version=20170402 ID=R14.4-1600S
122 INIT Astro Model: M1
131 DFAULT Default TCL commands have been executed for mech
2212 accel Machine is tilted (4.2 0.9)
8784 cm ECID Sig: 36ebef08 e24ef7a4 0fe53a1f 122be6e0 915e496c
8784 cm SMS version: MJ13.25.3, QAIS-P version: 1.10.D026
8892 POWER !!!! Dirty Power Up !!!!
8916 DFAULT Default TCL commands have been executed for maint
8918 maint rtc 01/03/2015 13:39:33
9192 maint maint_enable 0->1
15716 maint maint_set_state MAINT
15717 qa Enable qa_update 5000 msec polling
16192 status maint status: ONLINE -> MAINTENANCE_BUSY
16192 engine Status: ONLINE -> MAINTENANCE_BUSY
16632 maint
16748 maint Level 1 clear color mix
16858 servo **** Motor Servo Error (Wipe) ****
19424 wipe wipe waiting for xfer to finish
19532 servo **** Motor Servo Error (Wipe) ****
22185 servo **** Motor Servo Error (Wipe) ****
26079 warn ignoring err: servo_wait Wipe (wait err: -2)
26364 maint clear midjob
29741 wipe wipe waiting for xfer to finish
29850 servo **** Motor Servo Error (Wipe) ****
32503 servo **** Motor Servo Error (Wipe) ****
37799 warn ignoring err: servo_wait Wipe (wait err: -2)
40927 warn ignoring err: servo_wait Wipe (wait err: -2)
41037 servo **** Motor Servo Error (Wipe) ****
51671 servo **** Motor Servo Error (Wipe) ****
55565 warn ignoring err: servo_wait Wipe (wait err: -2)
55925 servo **** Motor Servo Error (Wipe) ****
62662 maint maint_set_state STANDBY
62663 mech Mech is at standby. System Memory: 124446 kBytes
62729 status maint status: MAINTENANCE_BUSY -> ONLINE
      
```

Figure 5 Copy and paste the contents to a notepad file.

3. Saving & sending your log file to Vivid Data Group’s Technical Support Team

a. After pasting the log file into notepad. Save the file utilizing the following template.

i. Colordyne Log File – YYYYMMDD – XXXX (XXXX represents last 4 of serial number)

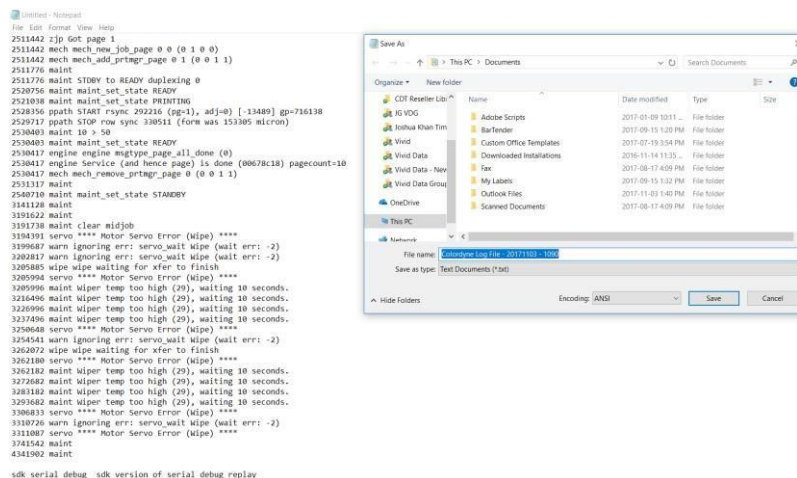


Figure 6 Saving the Log File prior to sending to VDG Technical Support.