

# Creating Prinergy Evo error reporter

The Prinergy Evo Error Reporter enables you to automatically collect and save information about specific processes or the system as a whole. The Prinergy Evo Error Reporter enables you to save information based on different levels of detail: a standard set (Report General Error), or a more detailed set of Prinergy Evo system and history log files (Report Processing Error) compressed into a single file. You can then send the compressed file to your service representative for troubleshooting. A Prinergy Evo Error Reporter file makes troubleshooting easier for the service representative, resulting in a rapid resolution to the issue.

Prinergy Evo saves the collection parameters into a text file in the same folder as the compressed file. When Prinergy Evo software finishes collecting the information, Prinergy Evo software creates a log file of the script activity in the same folder as the compressed file.

1. In the **Tools** tab, click **Report Errors**.
2. In the Prinergy Evo Error Reporter dialog box, in the **Problem category** box, select the option that best applies.
3. In the **Problem description** box, type a detailed description of the problem.
4. If you don't know which process caused the problem, select **Collect general troubleshooting information**.
5. If you know which process caused the problem, in the **Choose what kind of information to collect** section, select **Collect information for a specific process**.
6. In the box under **Choose what kind of information to collect**, click the **<click to choose process>** text.
7. In the Choose Process dialog box, **Processes** list, select the process that caused the problem.
8. Click **OK**.
9. In the **Add additional files to collect** box, click **Add** to add any additional files to the error report, or from a browser window, drag additional files into the **Add additional files to collect** box.
10. In the **Choose output destination** box, type the directory path to save the error report file, or click **Browse** to search for the directory and folder.
11. Complete the remaining parameters as required.
12. Click **Start** to generate your problem report.
13. Send your troubleshoot files to your Kodak service representative. For more information, see [Sending troubleshooting files to your Kodak service representative](#).