



The New Era for Printing

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How to use Dbgview to capture error information

Release Object: Service Center

Maintenance Types :

Cartridge	☐	Installation	☐
Wireless Network	☐	Wired Network	☐
Paper	☐	App	☐
Print	☐	Scan	☐
Fax	☐	Set	☐
Firmware	☐	Others(hardware,etc)	☒

Applicable Model: Applicable to all series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE

Written by : Leon	Verified by : Benson	Approved by : Herry
Date : 6/4/2022	Date : 6/4/2022	Date : 6/4/2022

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I. Problem Description

Phenomenon:

There is an error occurred on Windows platform such as connection failed using Pantum scan program.

II. Causes

N/A.

III. Solution

1.Unzip the compressed file “Dbgview”



2.Open the program as administrator.



3.Click on “Capture” then tick all options under “Capture” menu as much as you can.

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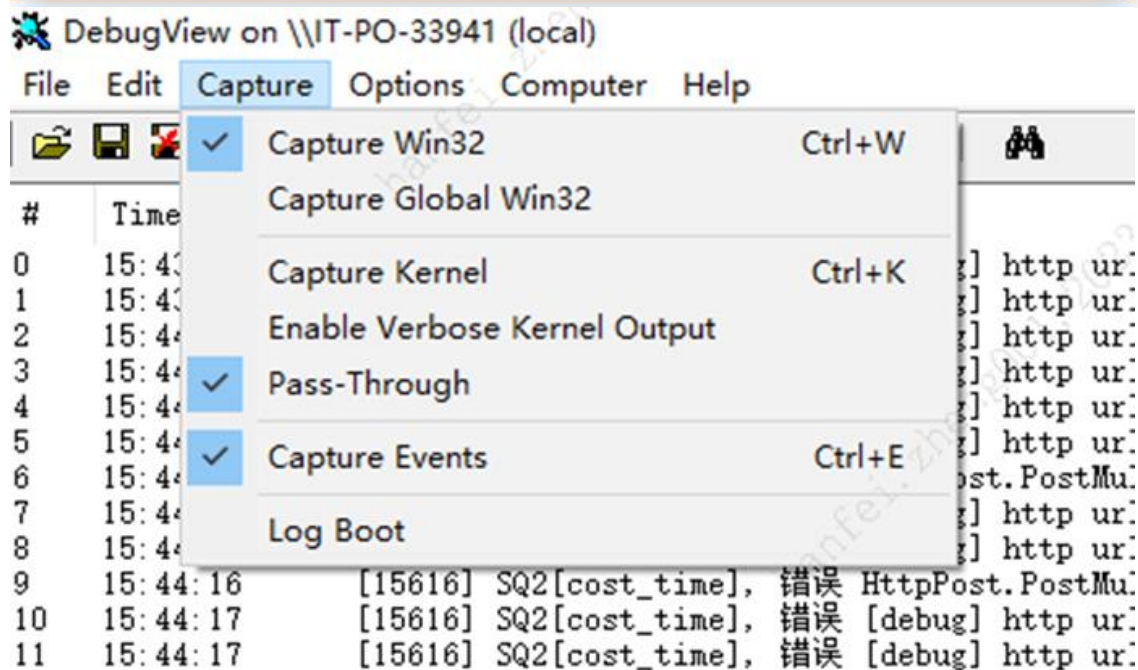
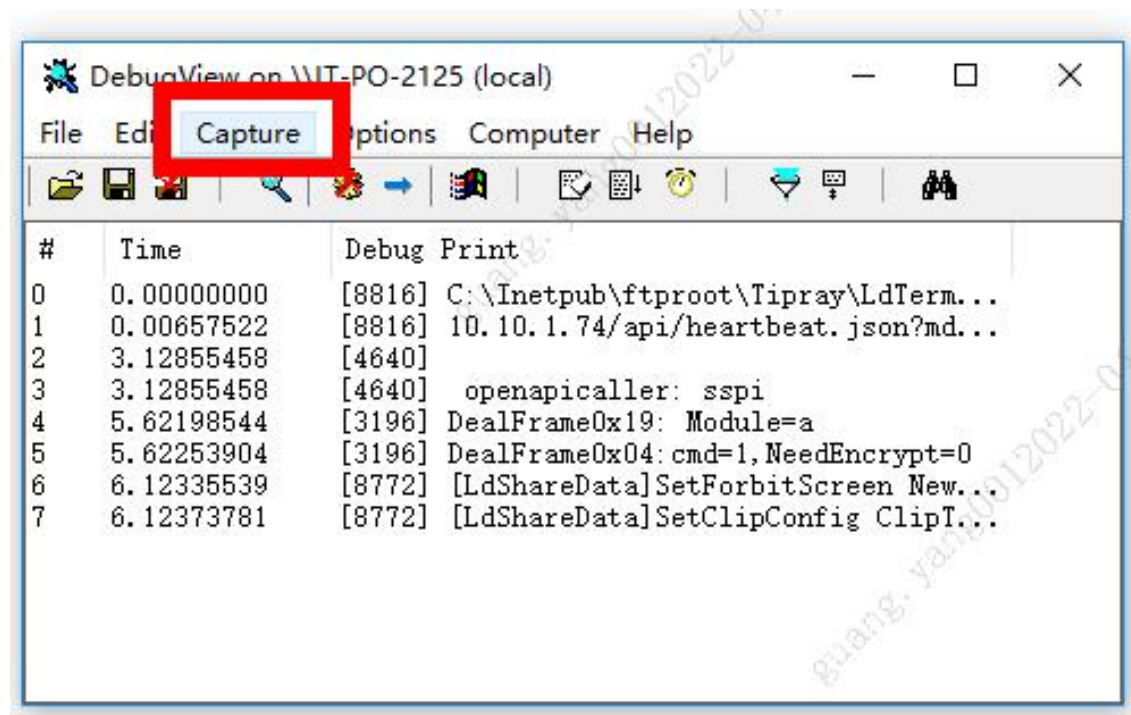
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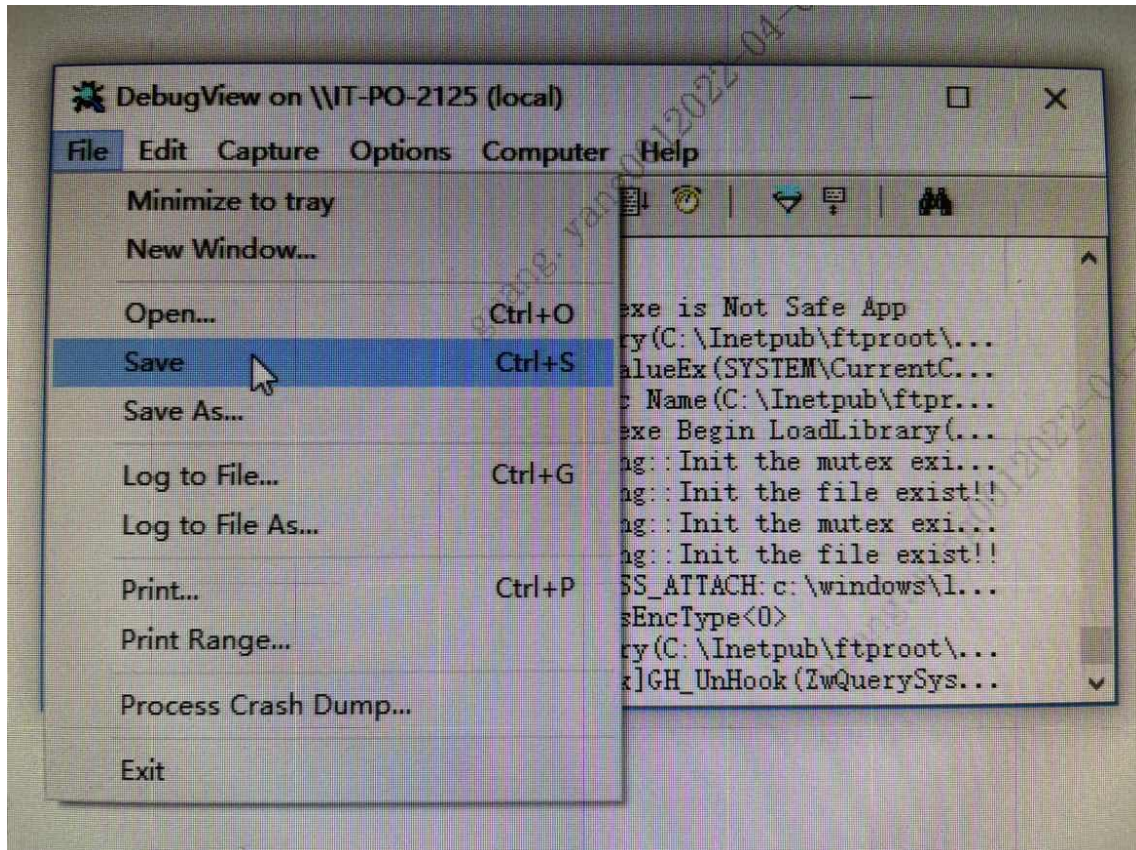


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4. Make the problem/failure reoccur again on Windows computer.
5. Click on "File" then save log file and send it to Pantum service engineer.



PANTUM

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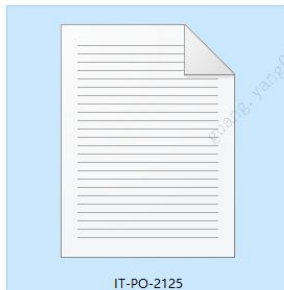
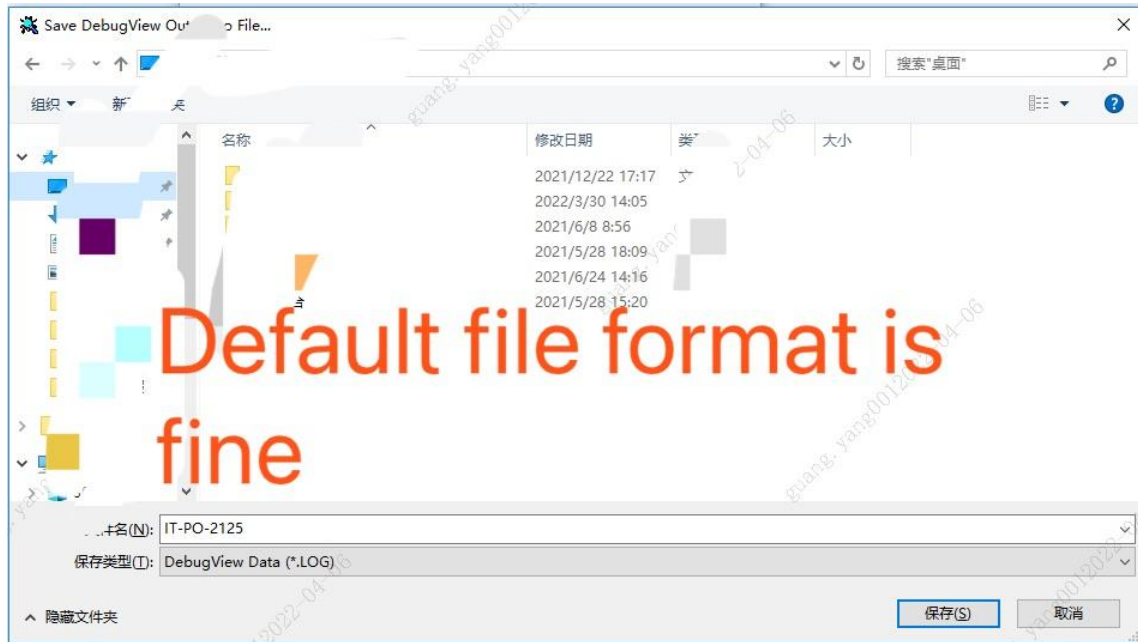
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IV. Remark