

Executive Summary

This Technical Bulletin describes how to enable debug logging in the Elo driver; the debug messages can be viewed and be saved to a log file with **DbgView** application.

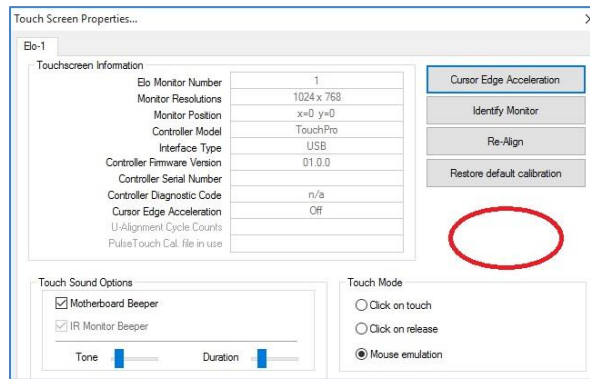
Software Needed

- [Elo Multi-touch driver](#) 6.9.22 or higher.
- DebugView: <https://docs.microsoft.com/en-us/sysinternals/downloads/debugview>

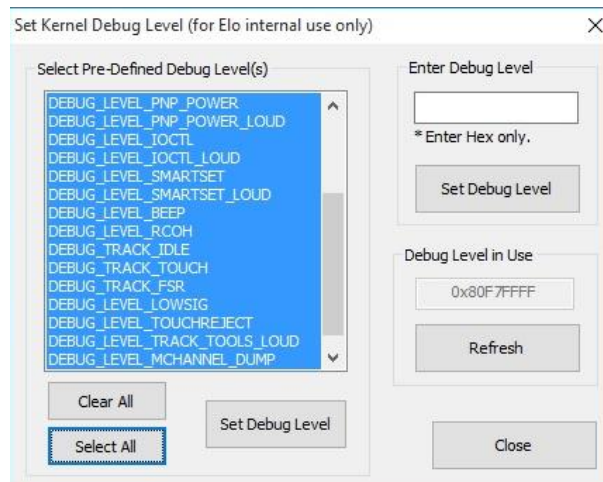
Steps

1. Reveal the hidden menu:

- Open the Elo driver’s Properties page
- While pressing the **Ctrl+Shift** key on the keyboard, double right-mouse click anywhere in the blank space (where the red circle is) to reveal the hidden menu



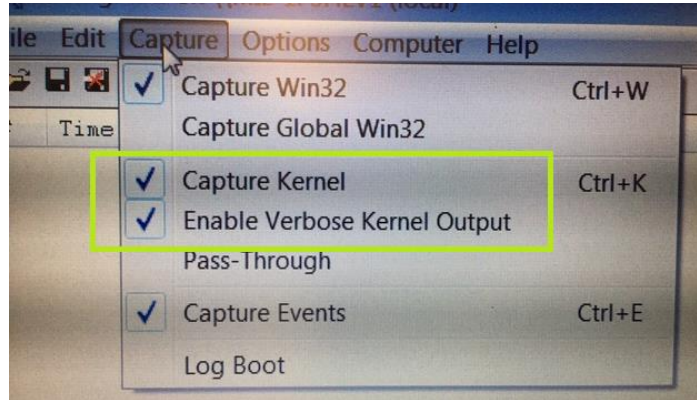
- The hidden menu appears:



- Click on **“Select All”**
- Click on **“Set Debug Level”**
- Click on **“Close”**

2. Viewing the debug messages and saving it to a log file:

- a. Open the **Dbgview.exe** application with “*run as administrator*”
- b. Be sure **Capture Kernel** and **Enable Verbose Kernel Output** are selected under **Capture**



- c. Touch on the screen
- d. Observe the debug messages are displaying
- e. Minimize Dbgview.exe application
- f. Perform touch function as normal
- g. Debug messages are continuing being captured in the Dbgview.exe application
- h. If desired, the debug messages can be saved to a log file and it can be analyzed later by the Elo Driver team.

