

Kofax LogCollector v2022.02 Script

(Developed by Dominique Gerhards)

Kofax LogCollector Script ReadMe

Date	February 08, 2022
Applies To	Kofax LogCollector v2022.02 PowerShell Script
Summary	The Kofax LogCollector v2022.02 Script allows customers to generate logfiles, prepared for Kofax Technical Support, to assist in diagnosing issues related to various Kofax products.
Revision	1.0



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September 2021

Kofax LogCollector v2022.02 PowerShell Script

This document is comprised of the following sections related to the Kofax LogCollector v2022.02 PowerShell script.

- [Kofax LogCollector Script Summary](#)
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Kofax LogCollector Script Summary

The Kofax LogCollector v2022.02 Script allows customers to generate logfiles, at the request of Kofax Technical Support, to assist in diagnosing issues related to one of the following Kofax products.

- Kofax Capture
- Kofax Capture Network Server
- Kofax Transformation Modules / Thin Client Server
- Kofax Search & Matching Server
- Kofax Front Office Server
- Kofax VRS
- Kofax Express
- Kofax Import Connector
- Kofax RPA
- eFlow
- Kofax Analytics/Insight 6
- Kofax TotalAgility

The Kofax LogCollector v2022.02 Script only requires the built-in functions of PowerShell and Windows. No additional libraries, applications or functions need to be installed. It also utilizes system variables to define paths used to temporarily store collected data, then compress the data into a zip file for easy transfer.

Minimum Requirements

- Windows 2012 - minimum OS supported
- PowerShell 5.1 - Contains cmdlets (Get-Computerinfo) used by the LogCollector
- The contents of the *LogCollector_GUI_v2022_02.zip* file

NOTE: This script was also tested on different systems and PowerShell versions and did not show any issue.

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Preparation

- Install or confirm Windows PowerShell 5 installation.
 - Download and install the Windows Management Framework 5.1, including Windows PowerShell 5.1, from this link: <https://www.microsoft.com/en-us/download/details.aspx?id=54616>.
 - Confirm PowerShell installation by opening a PowerShell and running `$PSVersionTable.PSVersion`.

The system should display:

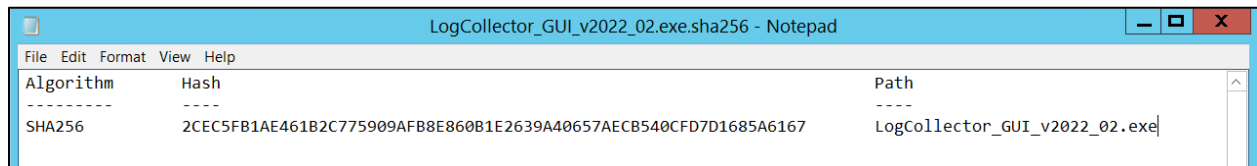
Windows PowerShell

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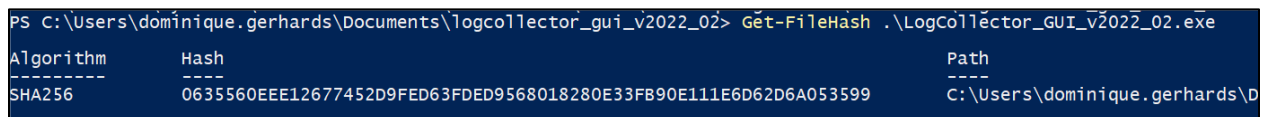
PS C:\Users\user> \$PSVersionTable.PSVersion

Major	Minor	Build	Revision
5	1	17763	1971

- Verify the `LogCollector_GUI_v2022_02.exe` authenticity.
 1. Unzip the `LogCollector_GUI_v2022_02.zip` file to a location of your choice.
 2. Open the `LogCollector_GUI_v2022_02.exe.sha256` file in a text editor to see the authentic Hash.



3. Open a PowerShell, change to the folder where you extracted the `LogCollector_GUI_v2022_02.zip` file, where the `LogCollector_GUI_v2022_02.exe` file is located.
4. Type `"Get-FileHash LogCollector_GUI_2022_02.exe"` and compare the resulting Hash with the one provided in the `LogCollector_GUI_v2022_02.exe.sha256` file (step 2). If the Hash values match, the `LogCollector_GUI_v2022_02.exe` file is confirmed as authentic.



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Executing the Script

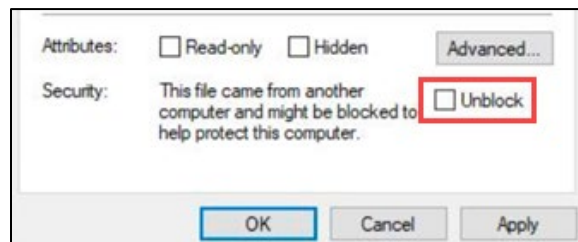
The Kofax LogCollector v2022.02 is intended to be used working in conjunction with Kofax Technical Support to solve your case. The Technical Support Engineer you are working with, will explain which checkboxes you will need to select to provide them the necessary log files.

NOTE: The Kofax LogCollector script must be executed by a user with Administrator rights.

1. Browse to the folder where you extracted the *LogCollector_GUI_v2022_02.zip* file.
2. Double-click on the *LogCollector_GUI_v2022_02.exe* file.
3. If a Windows Defender SmartScreen warning appears, you can:



- Click “Run anyway”,
- or
- Open the *LogCollector_GUI_v2022_02.exe* file’s properties and enable the “Unblock” option.

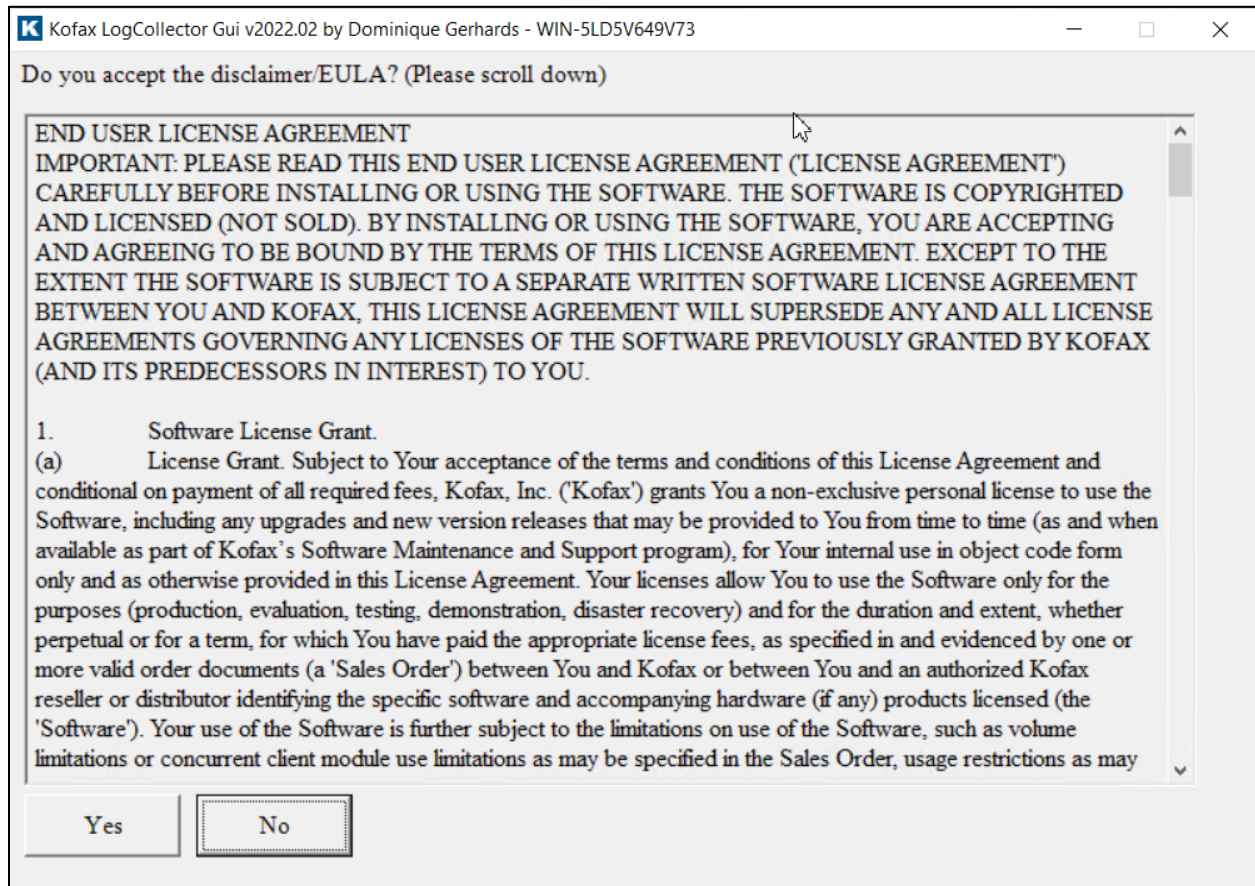


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4. The END USER LICENSE AGREEMENT disclaimer will display. The disclaimer must be accepted, or the script will stop and close.

Click "Yes" to indicate that you have read and agree to the terms and conditions.

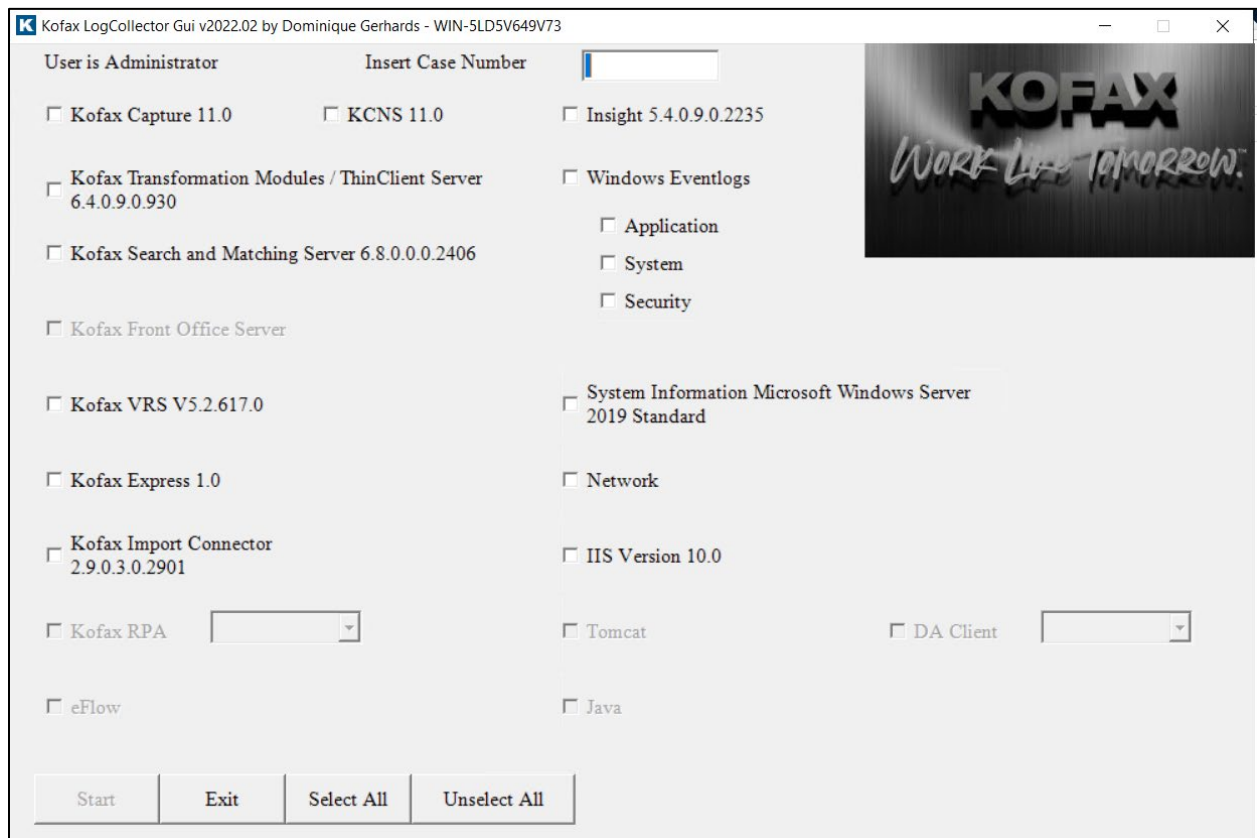


Kofax LogCollector Interface

LogCollector GUI Breakdown

The Kofax LogCollector GUI will:

- Identify if the current user has Administrator rights.
- Provide a Case Number entry box. Please be sure to enter your support case number to link the generated log files to your case.
- Show all the Kofax products that can be diagnosed. The Kofax products that are enabled, are the products that the LogCollector has determined are installed. The LogCollector also displays the enabled products' versions.
- Display other non-Kofax products, which may contain information which might be useful in diagnosing the current issue. For example, when analyzing webserver applications, the collection of IIS and Network logs might be helpful.



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Using the LogCollector GUI

IMPORTANT:

- The Kofax LogCollector script must be executed by a user with Administrator rights.
- All the log files generated will be saved in a single compressed (zip) file.
- The zip file will be saved in the folder where the *LogCollector_GUI_v2022_02.exe* file was copied and executed.

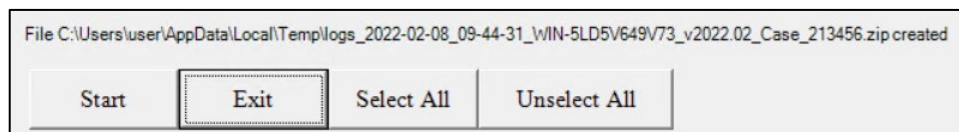
The Kofax LogCollector v2022.02 is intended to be used working in conjunction with Kofax Technical Support to solve your case. The Technical Support Engineer you are working with will explain which checkboxes you will need to select to provide them the necessary log files.

1. Discuss which checkboxes you need to select with the Technical Support Engineer you are working with.
2. Confirm you are logged in with Administrator rights. If you are not, you will need to exit the LogCollector
3. Enter your case number in the Case Number entry box.
4. Click Start to begin the log collection process.

NOTE: Please be patient, as the log file collections can take up to 5 minutes to process.



5. Once the script has completed generating the log files and compressing them:
 - The zip file will be opened in Windows File Explorer for your review.
 - The LogCollector will display the path where the zip file was saved.



6. Click "Exit" to quit the Kofax LogCollector.
7. Provide the compressed (log files) zip file to your Technical Support Engineer for them to begin their analysis.