

pco.[®]

pco.troubleshooting with pco.logging and pco.camware

FOR WINDOWS AND LINUX




excelitas[®]

Excelitas PCO GmbH asks you to carefully read and follow the instructions in this document.
For any questions or comments, please feel free to contact us at any time.

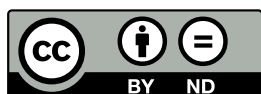


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1 Introduction

This manual introduces the different options of troubleshooting with **pco.software** products.

Following these instructions will ensure you receive optimal support by providing us with the information needed to resolve your issue quickly.



2 Logging with pco.camware

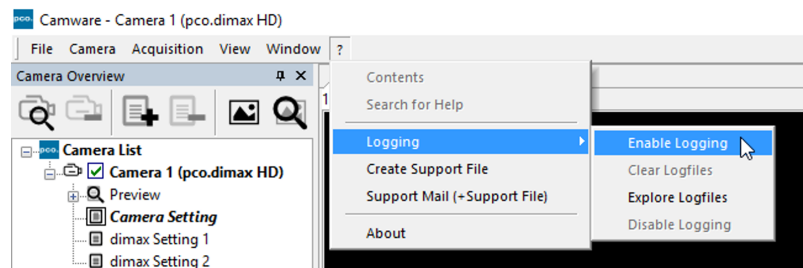
The **pco.camware** software has built-in logging functions, so the **pco.logging** tool is usually not needed. However, you can use the **pco.logging** tool for troubleshooting if **pco.camware** crashes or freezes during startup.

Follow these instructions to activate logging and create support files in **pco.camware** to provide our support with information about your issue.

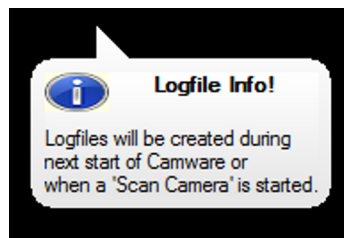
2.1 Activate Log Files

This section explains how to enable the logging function in **pco.camware** when a connected PCO camera is detected.

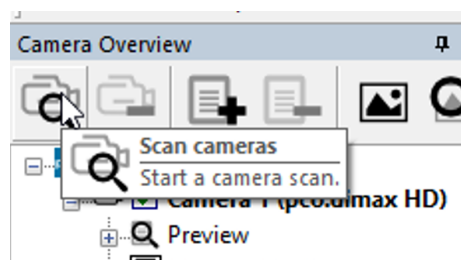
- 1 Open **pco.camware**.
- 2 Select **Enable Logging** via the ? (help menu) - **Logging** in the menu bar. Logging can be enabled while the camera is connected.



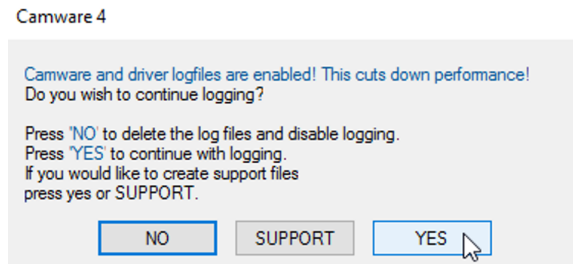
Now, log files will be created at the next start of **pco.camware** or when you click the **Scan cameras** button.



- 3 Save your image data before starting a rescan, then select **Scan cameras**.



- 4 Confirm with **YES** when **pco.camware** asks whether you want to continue logging.



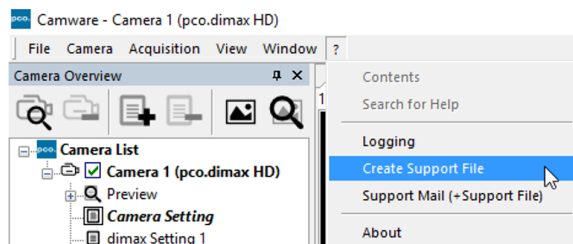
- 5 Repeat the steps that produce the errors.

In case the camera is connected but not recognized and **pco.camware** starts in demo mode, see chapter [2.3](#) on how to use the logging function.

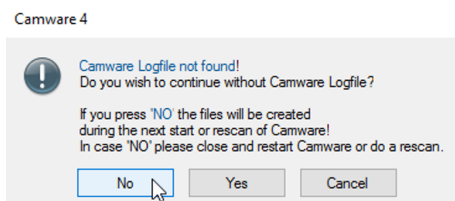
2.2 Create Support File

After reproducing the issue, this section explains how to create a support file in **pco.camware** and submit it to support.

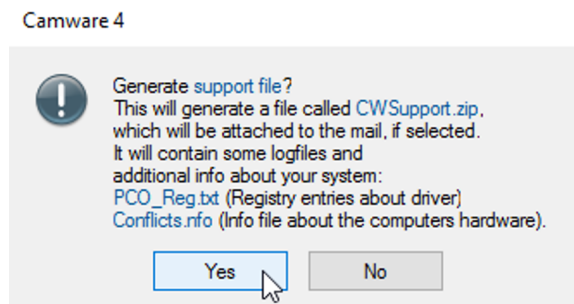
- 1 Select **Create Support File** via the ? (help menu) in the menu bar.



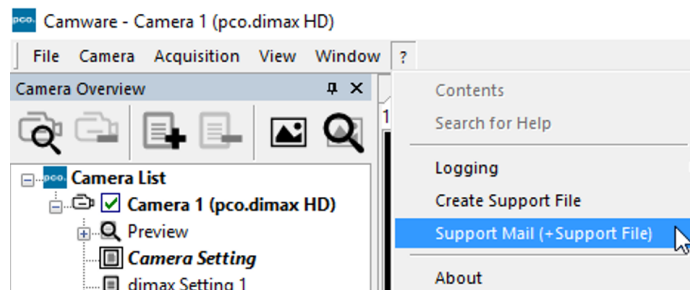
- 2 If the window **Camware Logfile not found!** appears, no log files have been created yet or can be found. In this case, press **Scan cameras** again (see chapter [2.1](#), step [3](#)).



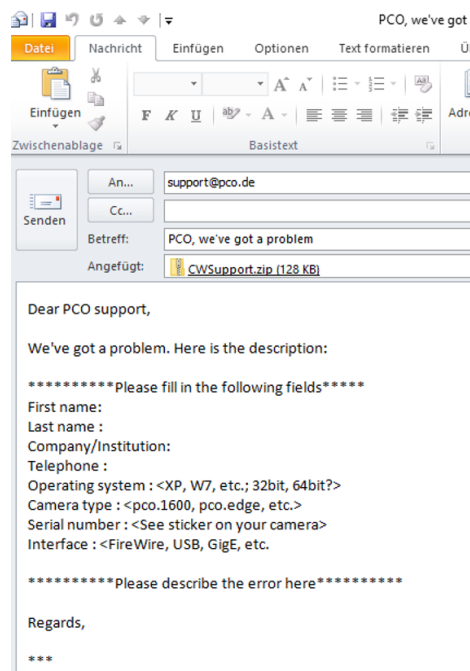
- 3 In the window **Generate support file?**, click **Yes** to generate a support file that contains the log files and system information.



- 4 Send the support file to **PCO support** (support.pco@excelitas.com) or use **pco.camware** to create an email with the support file already attached (standard email software must be installed on your computer).



Please fill out the form with as much information as possible to facilitate support:

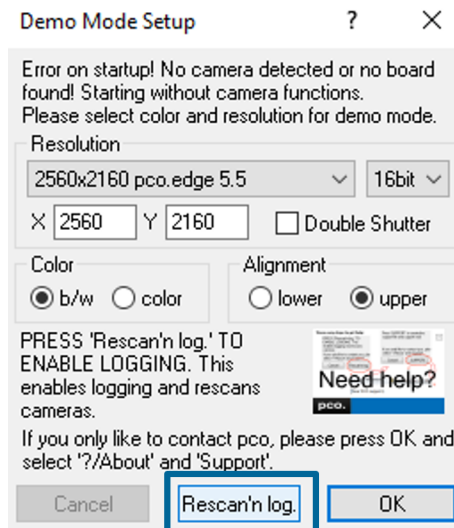


Alternatively, you can visit the [Excelitas PCO support page](#) and upload the support file using our support form.

2.3 Demo Mode

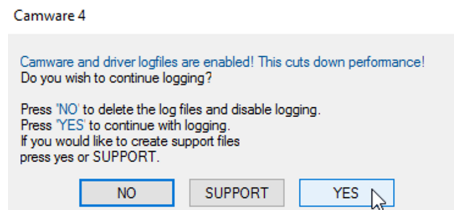
If **pco.camware** cannot detect any connected camera, it will automatically start in demo mode. In this mode logging can also be used.

- 1 In the window **Demo Mode Setup** select **Rescan'n log.**



After pressing this button, **pco.camware** will start a rescan and activate logging.

- 2 When **pco.camware** asks whether to continue logging, select **YES**.



- 3 Select **SUPPORT** to create a support file and submit it to support (see chapter [2.2](#), step [4](#)).



3 pco.logging for PCO Software

In this chapter, you will learn how to use the **pco.logging** tool to provide the PCO support with information.

The aim of this tool is to simplify the control and creation of log files for the PCO software tools that are integrated into or used by custom application software.

If you only use **pco.camware** to control PCO cameras, please use the built-in logging function (see chapter 2). In case **pco.camware** crashes or freezes during startup, you can use **pco.logging** instead.

The **pco.logging** application has been designed to be simple and as small as possible so that it can be kept open during your entire testing/development process. You will always have an overview of the activated log files. This is especially relevant as logging affects the performance.

For any questions or comments, please feel free to contact us at any time.

3.1 Installation

Download the latest version of [pco.logging](#) from our website. Choose the version that is suitable for your operating system.

Extract the downloaded file and use the following instructions for installation.

Windows Double-click the installer file **PCO_SW_PCOLOGGING_***.exe** and follow the on-screen instructions to install the software.

**Linux
Ubuntu/Debian** First install the necessary dependencies:

```
sudo apt get install libxcb-cursor0
```

Then install **pco.logging** itself:

```
sudo apt get install ./pco.logging_***.deb
```

**Linux
RHEL System** Install **pco.logging**:

```
sudo apt dnf install ./pco-logging_***.rpm
```

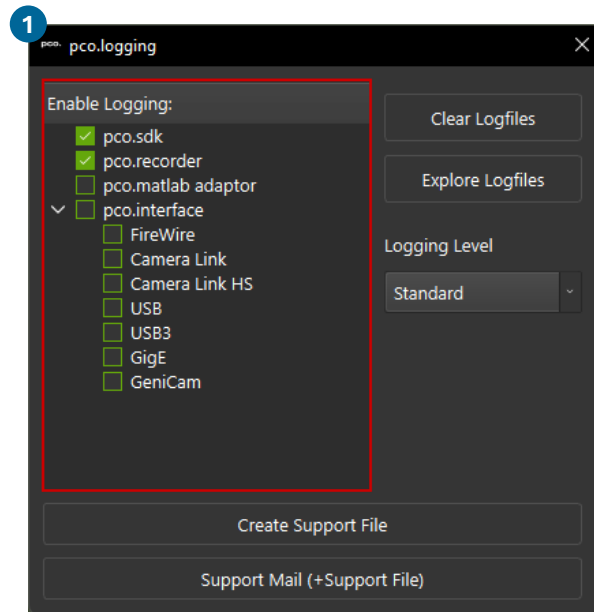
3.2 Procedure

This section is about how to use **pco.logging**.

LabView If you use **pco.logging** with **LabVIEW**, close all windows and processes before and after you start the logging process. Otherwise, the logging process cannot be completed successfully.

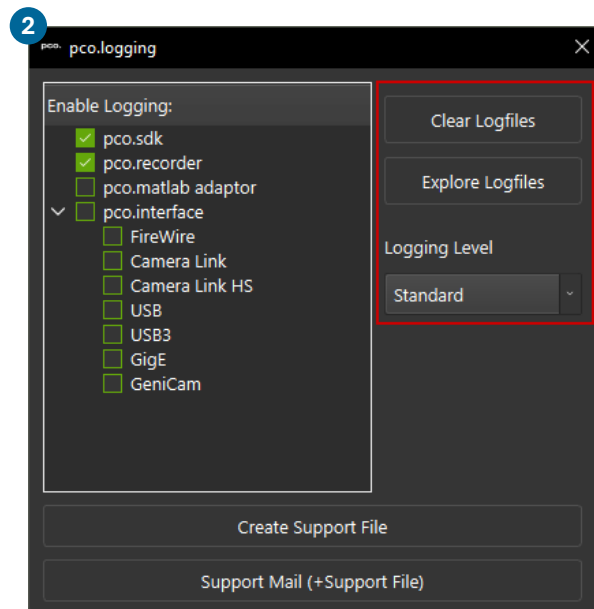
Python Restart the **Python** kernel whenever you activate or deactivate **pco.logging**, otherwise the log files will not be considered.

The **pco.logging** interface contains the following components:



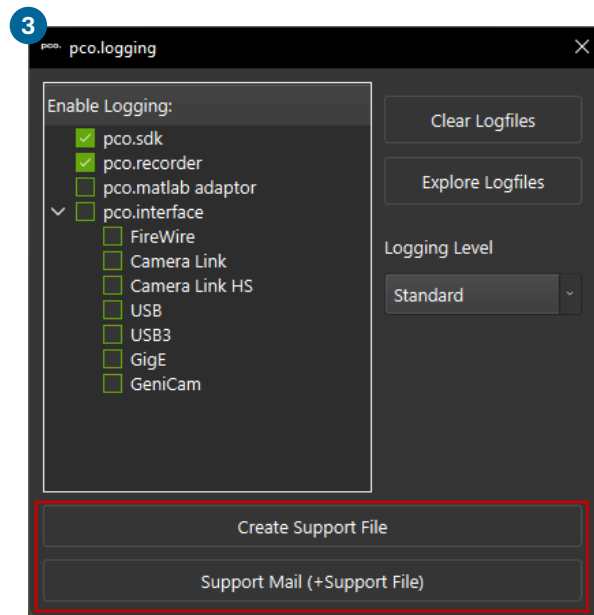
1 shows **all possible log files** and if they are currently enabled.

- With this you can dynamically activate or deactivate the log files.
- Please make sure to always do this before you start the application that should be logged.
- The tool automatically checks the logging every few seconds and updates the tree.
- It will also notice if log files are activated or deactivated by other applications.



2 shows two buttons and a drop down menu (on the top right) to **interact with the log files**.

- The **Clear Log Files** button deletes the content of all log files to make sure you only log the relevant session.
- The **Explore Log Files** button opens the folder where the log files are placed.
- The **Log Level** drop down controls the level of detail in the log files.
In most applications/errors, the *standard* log level is sufficient. As the levels **high** or **full** create a great amount of data (and cut down your PC performance), it is recommended to only use this level when PCO staff advises you to do so.

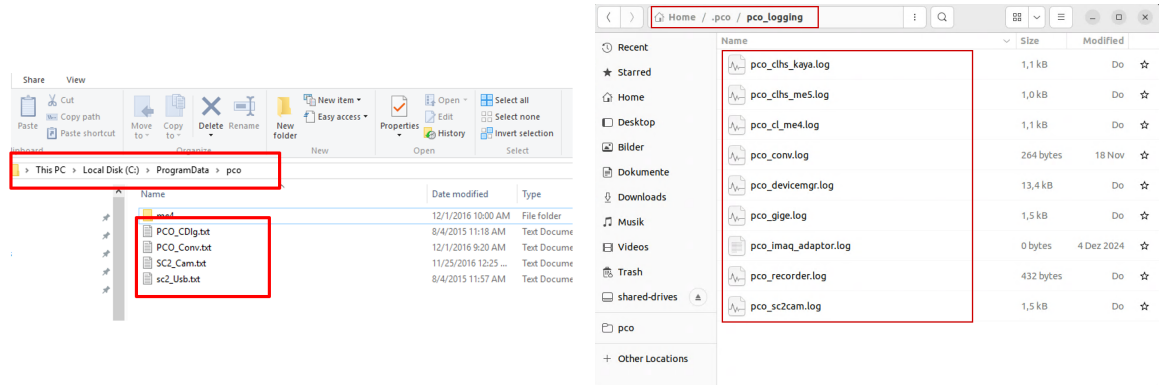


3 shows two buttons (on the bottom) to create a PCO support file equivalent to the file that can be created in pco.camware.

- The **Create Support File** button will create and zip the file.
- The **Support Mail (+Support File)** button will do the same and additionally generates an e-mail to PCO with the file attached.

4 Enable Logging Manually

This section explains how to use **pco.logging** with **pco.camware** or third-party software.



During the installation of any software product the relevant logging and parameter files are created automatically (see table below for a list of the files).

At default all log files have the file extension **.txt**, which means login is disabled. Each **.txt** file contains a short description on how to manually enable the logging.

Logging consumes time and should not be enabled permanently. To enable logging for a specific device, you have to rename the corresponding file from **.txt** to **.log**.

Windows The log files and the config files are at **C:\ProgramData\pco** (the **ProgramData** folder is hidden by default and must be manually made visible).

Linux The log files and the config files are stored at different places. All log files are in **Home/.pco/pco_logging** and all config files are in **Home/.config/pco**

4.1 Config Files

To have a more detailed control on the logging granularity, you can select the log levels in the corresponding config files ***.ini**.

Similar to the log levels in **pco.logging**, we would suggest one of the following levels:

Error	0x0000FC01
Standarad	0x0000FC03
High	0x0000FC0B
Full	0x0000FFFF

To set those levels add this entry to the parameter file: [LOGGING]

LOGGING=<level>

Currently the following log and INI files exist:

Log files	Windows	Linux
Device Manager	NA	pco_devicemgr.log
pco.sdk	sc2_cam.log	pco_sc2cam.log
pco.recorder	pco_recorder.log	pco_recorder.log
pco.matlab	pco_imaq_adaptor.log	pco_imaq_adaptor.log
Genicam	sc2_genicam.log	NA
GigE	sc2_gige.log	pco_gige.log
Camera Link	sc2_cl_me4.log	pco_cl_me4.log
USB 2.0	sc2_usb.log	pco_usb.log
USB 3.0	sc2_usb3.log	pco_usb3.log
CLHS Kaya	sc2_clhs.log	pco_clhs_kaya.log
CLHS SISO	sc2_clhs.log	pco_clhs_me5.log

Parameter ini files	Windows	Linux
Device Manager	NA	pco_devicemgr_param.ini
pco.sdk	sc2_cam.ini	pco_sc2cam_param.ini
pco.recorder	pco_recorder_param.ini	pco_recorder_param.ini
pco.matlab	pco_imaq_adaptor_param.ini	pco_imaq_adaptor_param.ini
Genicam	sc2_genicam_param.ini	NA
GigE	sc2_gige_param.ini	pco_gige_param.ini
Camera Link	sc2_cl_param.ini	pco_cl_me4_param.ini
USB 2.0	sc2_usb_param.ini	pco_usb_param.ini
USB 3.0	sc2_usb3_param.ini	pco_usb3_param.ini
CLHS Kaya	sc2_clhs_param.ini	pco_clhs_kaya_param.ini
CLHS SISO	sc2_clhs_param.ini	pco_clhs_me5_param.ini



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Excelitas is at the forefront of addressing many of the relevant megatrends impacting the world today, including precision medicine, industrial automation, artificial intelligence and connected devices (IoT).



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