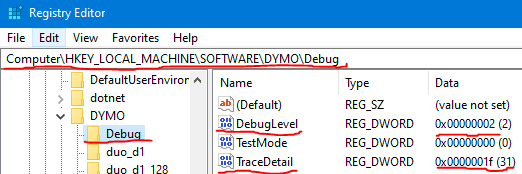
# Troubleshooting LW 5xx driver.

Debug features are available in release version of the driver and can be enabled by creating specific values in the Registry.

Open Registry Editor and create following key: **HKEY\_LOCAL\_MACHINE\SOFTWARE\DYMO\Debug**



1. Create **DWORD** value called **DebugLevel**, set value to 2. This will enable driver logging. Log files will be created in **C:\Windows\Logs\DYMO** folder. Do not create this folder yourself – driver will create it automatically and will set necessary permissions.
2. Create DWORD value called **TestMode**, set value to 0. This mode disables some parts of the driver’s functionality, depending on value you set. In most cases you don’t need to enable any of them, so keep 0 as default (or don’t create this value at all).

|  |  |
| --- | --- |
| Value | Effect |
| 0 | No effect |
| 1 | **No device I/O**: driver will not send any data to the printer, but will act as if everything was sent correctly and no error occurred. |
| 2 | **No parsing**: driver will not parse labels – this effectively disables print job recovery mechanism. Driver will send data to the printer, and if error happens, it will simply abort/restart the print job. |

Note: you can combine values to enable multiple features, e.g. setting value of 3 means setting values 1+2.

1. Create DWORD value called **TraceDetail**, set value to 3 by default to enable basic logging. This value controls how many and what kind of tracing details the driver will generate.

|  |  |
| --- | --- |
| Value | Feature |
| 0 | No effect |
| 1 | Do basic logging |
| 2 | Not used actively |
| 4 | **Dump raw data:** For every data packet that spooler wants us to send to the printer, the driver will write up to 64 bytes of the beginning of the packet, and up to 64 bytes of the end if the packet *to the log file*. Data will be logged as hex values. |
| 8 | **Dump print job:** driver will dump all the data being sent to the printer to the .PRN file. This file can be sent to the printer again using LW550Util. Note that in case of some errors, driver may re-send same label multiple times - in this case, the .PRN file will contain multiple occurrances of such labels too. Also, intermediate status requests (sent after each label) will be present in file as well. |
| 16 (0x10) | **Dump print bitmap:** driver will dump label print data being sent to the printer and save it as .BMP file. Note that bitmap data is extracted directly from ESC-D/ESC-Z commands, so the .BMP file generated is the exact representation of what’s being sent to the printer. This can be used for troubleshooting label positioning / offsets calculation. |

Note: you can combine values to enable multiple features. A value of 31 (0x1f) enables all tracing features. Make sure to check **C:\Windows\Logs\DYMO** folder content and delete old dumps periodically.

**SPOOLER SERVICE RESTART IS REUIRED FOR ANY CHANGES TO TAKE EFFECT.**

# Tweaking runtime driver behavior

These changes are applied similarly to debug settings – through a registry key, but they sit in a different key:

**HKEY\_LOCAL\_MACHINE\SOFTWARE\DYMO\LW5xx**

|  |  |  |  |
| --- | --- | --- | --- |
| Setting | Type | Default value | Description |
| PortReadTimeout | DWORD | 15000 | Allows tweaking timeout in ms for read operations.  Min=1000; Max=60000 |
| PortWriteTimeout | DWORD | 15000 | Allows tweaking timeout in ms for write operations.  Min=1000; Max=60000 |
| LabelCompressMode | DWORD | 3 | 0=do not compress;  1= compress over USB;  2=compress over LAN;  3=compress all |

To disable custom values and return driver to default mode, delete these values from the registry, or just rename them so the driver won’t recognize them and you can easily rename them back if they are needed again.

**To apply those settings, same as with debug settings, you need to restart spooler service, so the driver will get reloaded.**

Execute in a command prompt (as Administrator):

**net stop spooler**

**net start spooler**

