Gathering Java Console Logs

In some cases, this procedure may be helpful when debugging an applet issue. This document should help you understand how to enable and gather Java Console logging.

I. Internet Explorer on Windows –

First, identify the version of java that the customer is using. Lexmark recommends updating to Sun’s JVM (http://java.sun.com/), but some customers will still require Microsoft’s VM for compatibility reasons.

Inside Internet Explorer, go to Tools → Internet Options. Choose the “Advanced” tab. Here, scroll down until you see “Java (Sun)” and/or “Microsoft VM”.

If the customer is using the Microsoft VM, the “Java (Sun)” section will either not be listed, or will be un-checked. Check “Java console enabled”, hit OK, close all Internet Explorer and Windows Explorer windows, and re-launch Internet Explorer. The Microsoft VM Java Console is now enabled.

For customers using Sun’s JVM, the “Java (Sun)” section will exist, and will be enabled. The “Microsoft VM” section may also exist, but it will be ignored.

By default, the Sun JVM console is enabled, but you should check to make sure. Launch Start → Control Panel → Java. This will load the Java Control Panel. Here, choose the “Advanced” tab and look for the section called “Java Console”. As long as either “Show Console” or “Hide Console” is selected, the java console is enabled.
After you have enabled the Java console, you should launch Internet Explorer. Once your browser is displayed, open the java console window.

For customers using the Microsoft VM, choose View → Java Console.

For customers using the Sun JVM, choose Tools → Sun Java Console.

In the Scan to PC applet case, you now want to open the Scan to PC applet, make your settings changes, name your profile, and submit the profile to the MFP. Go to the MFP and (attempt to) scan a document back to the PC. Now, highlight all the text in the java console window, copy it, and paste it into an email or text file.
II. Mozilla / Firefox on Windows –

The Mozilla / Firefox browser is standards-based and does not support the Microsoft VM.

Verify that the Sun JVM is installed by going to Start → Control Panel → Java. If this does not exist, you must install the Sun JVM from http://java.sun.com/.

By default, the Sun JVM console is enabled, but you should check to make sure. Launch Start → Control Panel → Java. This will load the Java Control Panel. Here, choose the “Advanced” tab and look for the section called “Java Console”. As long as either “Show Console” or “Hide Console” is selected, the java console is enabled.

In order to view the java console when you’re using Mozilla / Firefox, you need to go to a page that contains an embedded java applet. Go ahead and load the MFP’s Scan to PC applet to get this started up.

Now, at the bottom of the screen, you’ll notice a new little icon of a coffee cup near your clock. Right-click this icon and choose “Open Console”.

In the Scan to PC applet case, you now want to go to the Scan to PC applet, make your settings changes, name your profile, and submit the profile to the MFP. Go to the MFP and (attempt to) scan a document back to the PC. Now, highlight all the text in the java console window, copy it, and paste it into an email or text file.