

Generating a server report file

Deskpro Legacy - تعليقات (0) - Ben Henley - 2018-08-06

:Question

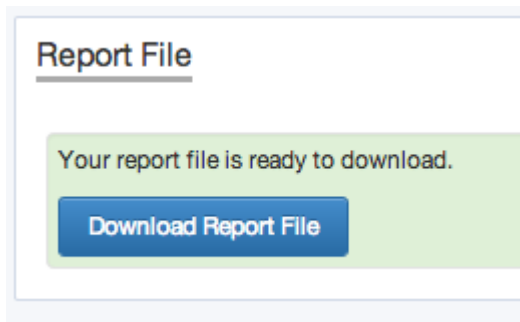
I've been asked to provide the server report file for my Deskpro On-Premise installation.
?How do I do that

:Answer

In the admin interface, go to **Server > Report File**, and click the **Generate Report File** button



.Wait until the report is generated, then click the **Download Report File** button



You will get a file called *deskpro-report.zip*. Sending this to us helps us diagnose server .problems