How do I enable logging for incoming email processing؟

Deskpro Legacy - (٠) تعليقات - Chris Padfield - 2022-02-10

If you're having trouble with the processing of incoming emails in Deskpro On-Premise, you can enable logging to see what's happening.

You can run the following command from the command line to see email processing output in real time:

```
php bin/cron --verbose -j process_email_gateways -f
```

--verbose to generate output
-j to only run the process emails job
-f to force running regardless of timers (eg to run more than once a minute)

You can also enable the cron log (same as --verbose but logs to a file). Add this to your config.php:

```
$DP_CONFIG['debug']['write_cron_logfile'] = true;
```

This will log everything that happens when the cron job/Scheduled Task runs, which includes email processing, to /data/logs/cron.log - disable this once you are finished troubleshooting.

And to log ticket filter matches and notification events, add this to config.php:

```
$DP_CONFIG['debug']['ticket_change_logger'] = 1;
```

Logs to /data/logs/ticket-change-tracker.log

This provides data for tickets created by email as well as changes made through the agent interface.

البطاقات

email

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- [How do I enable logging for outgoing email؟](#)