How do I generate debug information for a ticket ?

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Occasionally, one of our agents may ask you to attach debug information for a ticket to help diagnose a problem.

Note

Only Admins can see the "Debug File" option. If you are not an admin on your helpdesk, you will need to ask your helpdesk admin to download the file on your behalf.

To Download the ticket debug file

1. Open the ticket.

2. On the top right of the ticket, click **More** and choose **Debug File**

3. This will download a zip file to your computer that you can send to our agents as an email attachment.

What is in the debug file?

The debug file contains all information about the ticket like messages, timestamps, information about the user and agent, the ticket log, raw sources, and some miscellaneous details like filters or triggers.

Armed with this information, our agents are able to help diagnose almost any ticket-related issue.