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## Generating a server report file

Ben Henley - 2018-08-06 - Comment (1) - Deskpro Legacy

## :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

a Admin Dashboard	
	Report File
🛔 Agents 🗸	If you are having problems with your helpdesk, a Deskpro support agent may ask you to generate and submit this Report File.
Tickets "	Your Report File includes information about your server like PHP and MySQL configuration, and information about your helpdesk like settings and error logs. This information is useful in diagnosing problems.
🖂 Emails 🔹	Include results from a File Integrity check as well
쓸 CRM ···································	-
O User Interface ~	Le Generale Report File
S₂ Chat <sup>™</sup>	
∿ Voice ∵	
🗞 Apps 🗸	
⊘ Tasks ~	
Server *	
Server Settings	
Q, ElasticSearch	
Realtime Events	
🛓 Report File	
☑ Server Requirements	
U File Check	
In File Uploads	
O Scheduled Tasks	
PHP Info	
MySQL Info	
! Error Logs	
! Incidents	
⊘ Jobs	
<> Dev ~	

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

Report File	
Your report file is ready to download.	
Download Report File	

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