

## How to Download a Process Log

Emily Booth - 2023-08-29 - Comment (1) - Deskpro Legacy

Sometimes when troubleshooting a ticket query we may ask for a Process Log from you. In order to access this file and send this over to us, simply follow the Steps below

Go to Admin > Emails > Email Accounts > Outgoing Email/Incoming Email .1

.2 Locate the email in question, using the Filter to limit certain criteria if needed

.3 Once you have found the email, click on the ID number



On this page, you should now see the Process Log (underneath the Raw Source), and .4 the option to download the Log



There may not be a process log available here, and if that is the case, please just let Support know