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Generating a server report file

Ben Henley - 2018-08-06 - Comments (0) - 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.

Admin Dashboard	
© Setup	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	C Include results from a File Integrity check as well
e CRM ·	
O User Interface	▲ Generate Report File
Se Chat "	
S Voice	
🚓 Apps 🗸	
⊘ Tasks ~	
Server ·	
Server Settings	
Q, ElasticSearch	
Realtime Events	
🍐 Report File	
C Server Requirements	
U File Check	
1 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.