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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.

a 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 🔹	w include results from a File Integrity check as well
쓸 CRM ···································	
O User Interface ~	🕹 Generale Report File
S₂ Chat [™]	
∿ Voice ~	
🗞 Apps 🔍	
⊘ Tasks [™]	
Server *	
Server Settings	
Q, ElasticSearch	
Realtime Events	
🛓 Report File	
Server Requirements	
U File Check	
▲ File Uploads	
O Scheduled Tasks	
PHP Info	
MySQL Info	
! Error Logs	
! Incidents	
O 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.