

How to Download a Process Log

Emily Booth - 2023-08-29 - Commenti (0) - 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:

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



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