

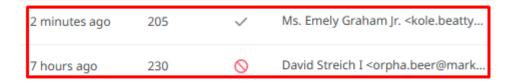
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How to Download a Process Log

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Sometimes when troubleshooting a ticket query the Deskpro Support Team 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 > Channels > Email > 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 ticket area:



4. After clicking on the ticket area, a sidebar will open. From there, you can click on **Log**, and you should now see the **Process Log** (underneath the Raw Source), and the option to download the Log:

Process Log

Download Log File

```
[2020-09-10 09:39:39 DEBUG] Marking source as proce [2020-09-10 09:39:39 DEBUG] Executing Source 99 [2020-09-10 09:39:39 DEBUG] Attempt: 1 [2020-09-10 09:39:39 INFO] Retrying is off [2020-09-10 09:39:39 DEBUG] Running processors [2020-09-10 09:39:39 DEBUG] [Message] To: dev2@desk [2020-09-10 09:39:39 DEBUG] From header priority: f [2020-09-10 09:39:39 DEBUG] [Message] Using From: k
```

If there is not a Process Log available for the Ticket in question here, then please let the Support Agent know.