

How to Download a Process Log

David Pinto - 2023-08-29 - Comments (0) - Admin

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:

| | | | |
|---------------|-----|---|--------------------------------------|
| 2 minutes ago | 205 | ✓ | Ms. Emely Graham Jr. <kole.beatty... |
| 7 hours ago | 230 | ✗ | David Streich I <orpha.beer@mark... |

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

```
[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: 1
[2020-09-10 09:39:39 DEBUG] [Message] Using From: h
```

 Download Log File

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