

Generating a server report file

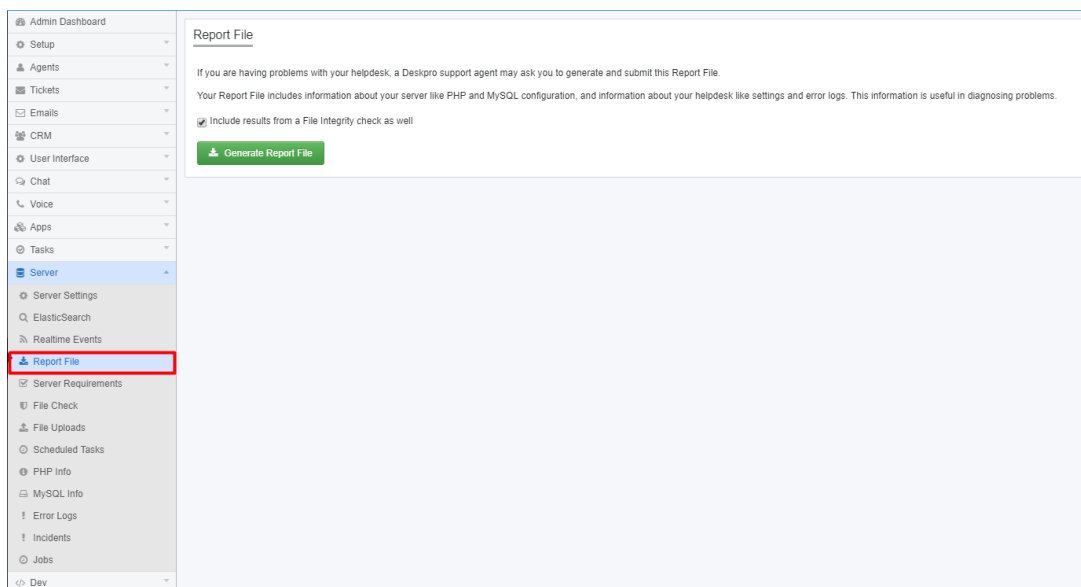
Ben Henley - 2018-08-06 - Comment (1) - Troubleshooting

Question:

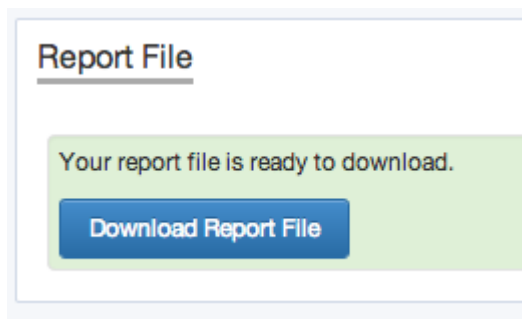
I've been asked to provide the server report file for my Deskpro On-Premise installation. How do I do that?

Answer:

In the admin interface, go to **Server > Report File**, and click the **Generate Report File** button.



Wait until the report is generated, then click the **Download Report File** button.



You will get a file called *deskpro-report.zip*. Sending this to us helps us diagnose server problems.