

How to Download a Process Log

Emily Booth - 2019-03-13 - Comments (0) - Using Deskpro

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:

<input type="checkbox"/>	ID	Date	From
<input type="checkbox"/>	7	2 hours ago	John Doe <support@site37137.deskprodemo.com>
<input type="checkbox"/>	6	3 hours ago	John Doe <support@site37137.deskprodemo.com>

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

Process Log

[2019-02-11 12:48:10] dp.

#####

[2019-02-11 12:49:04] dp.

[2019-02-11 12:49:04] dp.

[2019-02-11 12:49:04] dp.

[2019-02-11 12:49:04] dp.

[2019-02-11 12:49:04] dp.

[2019-02-11 12:49:04] dp.

[2019-02-11 12:49:04] dp.



 Download Log

There may not be a process log available here, and if that is the case, please just let Support know.