

## How to debug cron

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Scheduled Tasks/Cron jobs can unexpectedly stop running for a number of reasons. If this occurs, you will see the following notice in your Admin Dashboard:

**"Your scheduled task is not running or has crashed. This means important routines like email processing and escalations are not running."**

We have outlined steps explaining how to manually obtain verbose logging output from cron jobs for Windows and Linux Operating Systems below. You can manually run the task from the command-line to see the output.

### Run scheduled task manually on Windows:

**1)** First, **disable** your Windows Scheduled Task. If you don't disable the system task, then it's possible you will try to run the task at the same time as your server.

**2)** After disabling the scheduled tasks, wait a few minutes to let any existing tasks finish. You should double-check running processes to ensure no tasks are still running in the Task Manager on Windows.

**3)** Finally, run the cron command manually:

```
cd /path/to/deskpro
```

```
php.exe -d memory_limit=2G bin\cron --verbose -f
```

You may need to specify the full path to php.exe. e.g. run:

```
"C:\Program Files (x86)\PHP\v7.0\php.exe" -d memory_limit=2G bin\cron  
--verbose -f
```

If you want to save the output to a file, you can redirect it like so:

```
php bin/cron -d memory_limit=2G --verbose -f > cron-log.txt
```

### **Run cron task manually on Linux:**

**1)** First, **disable** your Linux cron job. If you don't disable the system task, then it's possible you will try to run the cron job at the same time as your server.

**2)** After disabling the system cron job, wait a few minutes to let any existing tasks finish. You should double-check running processes to ensure no tasks are still running. For example:

```
ps aux | grep 'bin/cron'
```

**3)** Finally, run the cron command manually:

```
cd /path/to/deskpro
```

```
php bin/cron --verbose -f
```

If you want to save the output to a file, you can redirect it like so:

```
php bin/cron --verbose -f | tee > cron-log.txt
```