AssetCloud and InventoryCloud: How to gather log files

Jason - 2021-04-12 - Cloud

As of the April 2021 update to v1.05, there is a new option on the Help menu: Wasp Support Info. This page will display the phone number for support and an Open Support Ticket link.

If you press Space on this page, it will also reveal a drop-down menu to select the MVC Log Level, and a Get Log Files button. If you are receiving an error and need to gather log files to submit to support, please set the log level to Verbose, then recreate the error before clicking Get Log Files. Get Log Files will open a browse window and create a text file with your tenant name and a date/time stamp as the filename, in the directory you choose.