

Retrieve Error Log Files for Dispatch

Last Modified on 11/18/2020 1:04 pm EST

The Resolver Support team may request that clients provide log files for the Dispatch application. In the event a Support representative can't retrieve those logs on your behalf, you can follow the steps below to find their location.

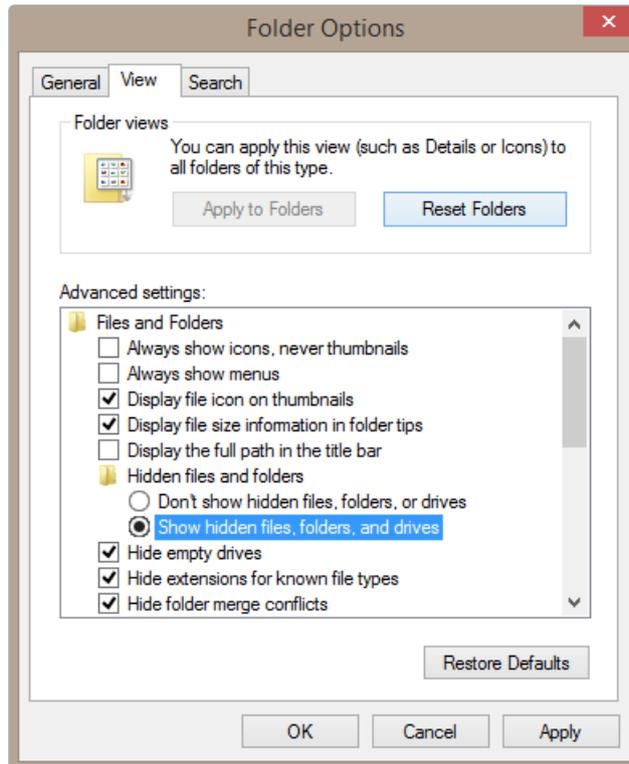
To retrieve the error log files:

1. Open **File Explorer**.
2. Navigate to **C:\Users\[USERNAME]\AppData\Local\Apps\2.0**.



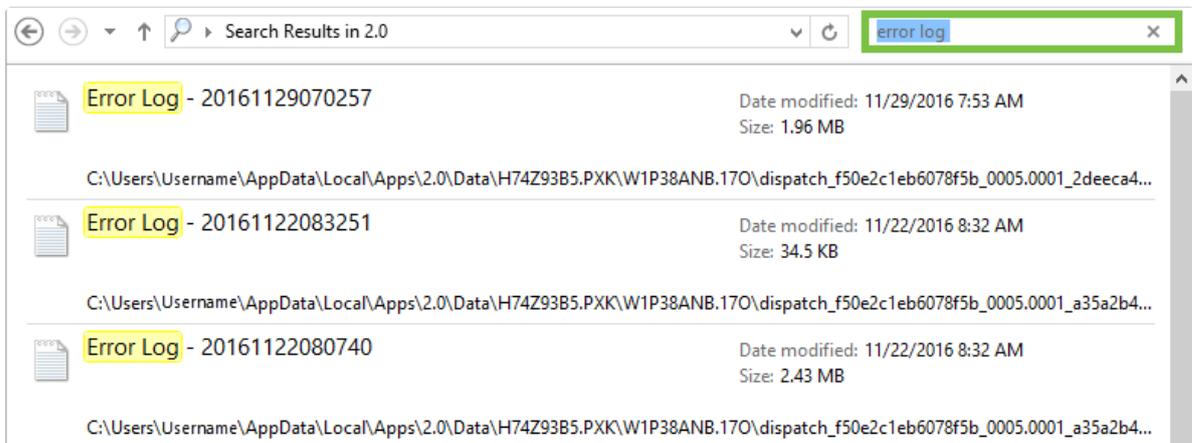
[USERNAME] in the above file path must be replaced with the username of the currently logged in user.

3. If you don't see the **Apps** folder:
 - a. Open **Control Panel**.
 - b. Click **Appearance and Personalization > Folder Options**.
 - c. Click the **View** tab.
 - d. Under **Advanced settings**, select the **Show hidden files, folders, and drives** radio button.



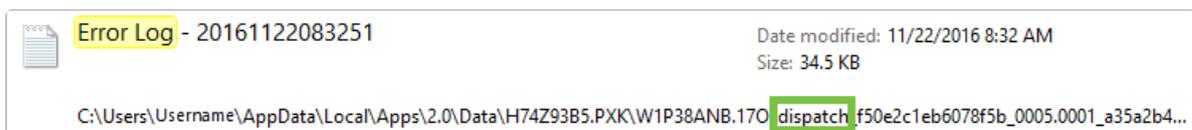
The advanced settings of Folder Options.

- e. Click **OK**.
- 4. Enter the phrase **error log** in the folder search field in the top-right corner of the 2.0 folder, then press **Enter** on your keyboard.



The search results for "error log".

- 5. Locate the applicable log file in the search results. These files are **.txt** documents with a timestamp indicating when the application was launched. To determine which application the log belongs to, look for **dispatch** in the file path.



An error log with "dispatch" in the file path.