

Retrieve Error Log Files for Dispatch

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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.



Folder Options					
General View Search					
Folder views You can apply this view (such as Details or Icons) to all folders of this type. Apply to Folders Reset Folders					
Advanced settings:	1				
 Files and Folders Always show icons, never thumbnails Always show menus Display file icon on thumbnails Display file size information in folder tips Display the full path in the title bar Hidden files and folders Don't show hidden files, folders, or drives Show hidden files, folders, and drives Hide empty drives Hide extensions for known file types Hide folder merge conflicts 					
Restore Defaults					
OK Cancel Apply	,				

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.

69	→ ↑ P → Search Results in 2.0	~ C	error log	×		
	Error Log - 20161129070257	Date modifie Size: 1.96 MB	ed: 11/29/2016 7:53 AM 3	^		
	C:\Users\Username\AppData\Local\Apps\2.0\Data\H74Z93B5.PXK\W1P38ANB.1	70\dispatch_f	f50e2c1eb6078f5b_0005.0001	1_2deeca4		
	Error Log - 20161122083251	Date modifie Size: 34.5 KB	ed: 11/22/2016 8:32 AM			
	C:\Users\Username\AppData\Local\Apps\2.0\Data\H74Z93B5.PXK\W1P38ANB.170\dispatch_f50e2c1eb6078f5b_0005.0001_a35a2b4					
	Error Log - 20161122080740	Date modifie Size: 2.43 MB	ed: 11/22/2016 8:32 AM 3			
	C:\Users\Username\AppData\Local\Apps\2.0\Data\H74Z93B5.PXK\W1P38ANB.170\dispatch_f50e2c1eb6078f5b_0005.0001_a35a2b4					
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.

