

Log File Manager

The log file manager allows an operator to easily download and delete log files generated by the system.

Visit Utilities -> Logs -> Log File Manager in the operator panel to access the log file manager. The log files can also be found under the /storage/logs folder on the file system if this page is inaccessible for some reason.

In order to access the Log File Manager, the operator must belong to a group with a role that has the "[REDACTED]" permission.

If an operator has permission to access the page, they're also able to download and delete log files.

Application logs contain messages and stack traces from general usage of the help desk.

- **File Prefix:** supportpro
- **Method:** Rotate every 5 days

Unlike the below log files it is possible to change the configuration of application logs, see: [REDACTED]

Email logs are generated when the [REDACTED] is enabled within the email channel. The log files contain details about incoming emails including the content and parser debug messages.

- **File Prefix:** email
- **Method:** Rotate every 5 days.

It is not currently possible to change the method of logging. The verbose email log should only be used for debugging purposes and not left enabled, as it can use up a lot of storage space.

These logs contain all MySQL queries that are run when utilising the help desk.

- **File Prefix:** query
- **Method:** Rotate every 3 days.

Query logs are only generated when debug mode is enabled in the application configuration file.

Online URL: <https://docs.supportpro.vn/article/log-file-manager-47.html>