

Send Log Files to EASA Support

To collect the Server log files:

- Log in to the EASA Web Pages and select the **Administrator** Role
- Go to **System → Diagnostics** and select **Server Output**
- Select the **Download All** action and click Execute
- Save the file to your computer

To collect the Client log files:

- Navigate to the following path in the file system:

```
C:\Users\<<username>\.easa\data\logs
```

* Create an archive containing all files in the folder

Finally, compose an e-mail explaining the situation and attach the archived log files and send to support@easasoftware.com.