ReadSoft: How to find the support information main log

Summary
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Support Article

The support information page contains data for retrieving diagnostic information for a particular invoice, including version, header, and line information. Additionally, within the page is found the main log for an invoice, which contains relevant information for troubleshooting purposes.

To find the main log for an invoice, do the following:

1. Within the Web Utility, click **Support Info**.
2. In the prompt, type the invoice number or item key, and then click **OK**.
3. Scroll down, and then click the **INVOICEIT Log** button.
4. The log will load within the Web Utility.

Keywords: Log Files