ReadSoft: How to retrieve the support log from the INVOICES database

Summary
16468

Support Article

At times it may be necessary to go into INVOICES database to retrieve support log information.

To query the support log, run the following query on the SQL database, where `<item key>` equals the invoice's item key:

```
SELECT *
FROM xxit3.xxit3_log
WHERE key1 = '<item key>'
ORDER BY key1
```

To retrieve the InvoiceIT log, run the following query on the SQL database, where `<invoice number>` equals the invoice number:

```
SELECT *
FROM xxit3.xxit3_log
WHERE key1 IN (SELECT DISTINCT xi.xxit_item_key
                FROM xxit3_invoice_lines xi
                WHERE xi.invoice_id = (SELECT invoice_id
                                       FROM xxit3_invoices
                                       WHERE invoice_num = '<invoice_number>'))
ORDER BY ref#
```

To retrieve the internal XML from the InvoiceIT Interface tables, run the following query on the SQL database, where `<invoice number>` equals the invoice number:

```
FROM xxit3.xxit3_interface
WHERE parent_item_key = (SELECT Min(xi.xxit_item_key)
                          FROM xxit3_invoice_lines xi
                          WHERE xi.invoice_id = (SELECT invoice_id
                                                  FROM xxit3_invoices
                                                  WHERE invoice_num = '<invoice_number>'))
```

https://knowledge.kofax.com/ReadSoft/Troubleshooting/ReadSoft_How_to_retrieve_the_support_log_from_the_INVOICES_d...
WHERE xi.invoice_id = (SELECT invoice_id
    FROM xxit3_invoices
    WHERE invoice_num = '"invoice_number"'))

Keywords: logging, database