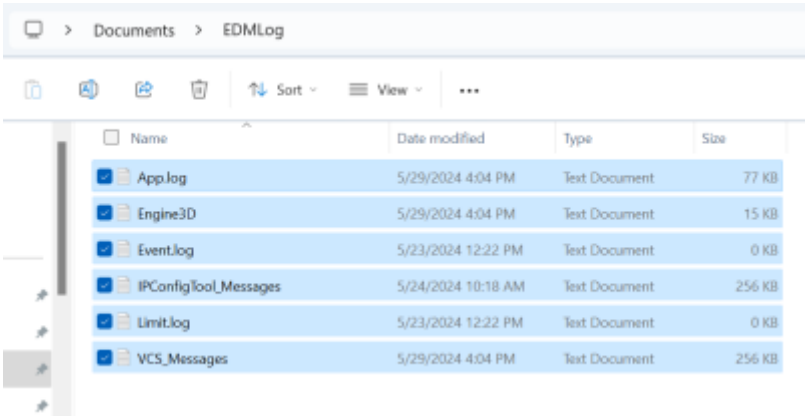
Sending the EDMLog



Sending the EDMLog helps our technical support team diagnose any potential problems with EDM.

Logs are written to `Documents\EDMLog`

- **Zip the folder:** right-click `Documents\EDMLog` and click **Compress to ZIP File**
- Send the zipped log folder to CI support (email: **support@go-ci.com**)

EDMLog folder too large?

The log folder can be renamed or deleted without consequence. EDM will continue to write to the same `Documents\EDMLog` location with fresh data going forward.

Delete or rename the existing log folder, and then reproduce the EDM bug. A new, shorter `Documents\EDMLog` folder should appear that can be sent to CI support.

From:
https://help.go-ci.com/ - **Crystal Instruments Help**

Permanent link:
https://help.go-ci.com/general:edmlog?rev=1717089451

Last update: **2024/05/30 17:17**