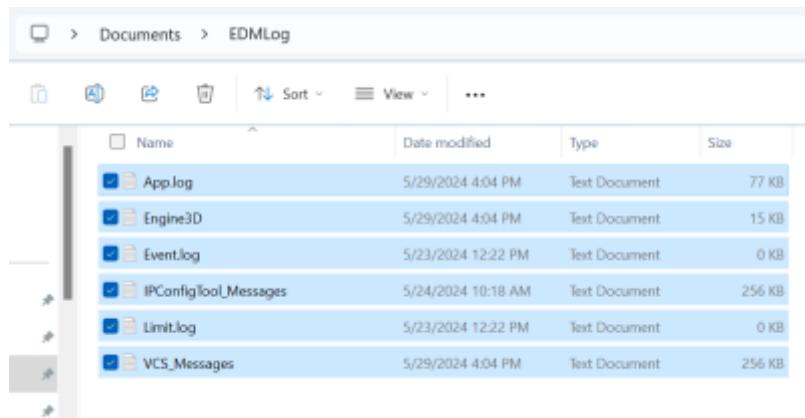


Sending the EDMLog



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 if needed. 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=1717091989>

Last update: **2024/05/30 17:59**