

2019

# WebDrive Logging Guide

Instructions for creating logs for documentation  
or troubleshooting.

*QuickStart Guide*

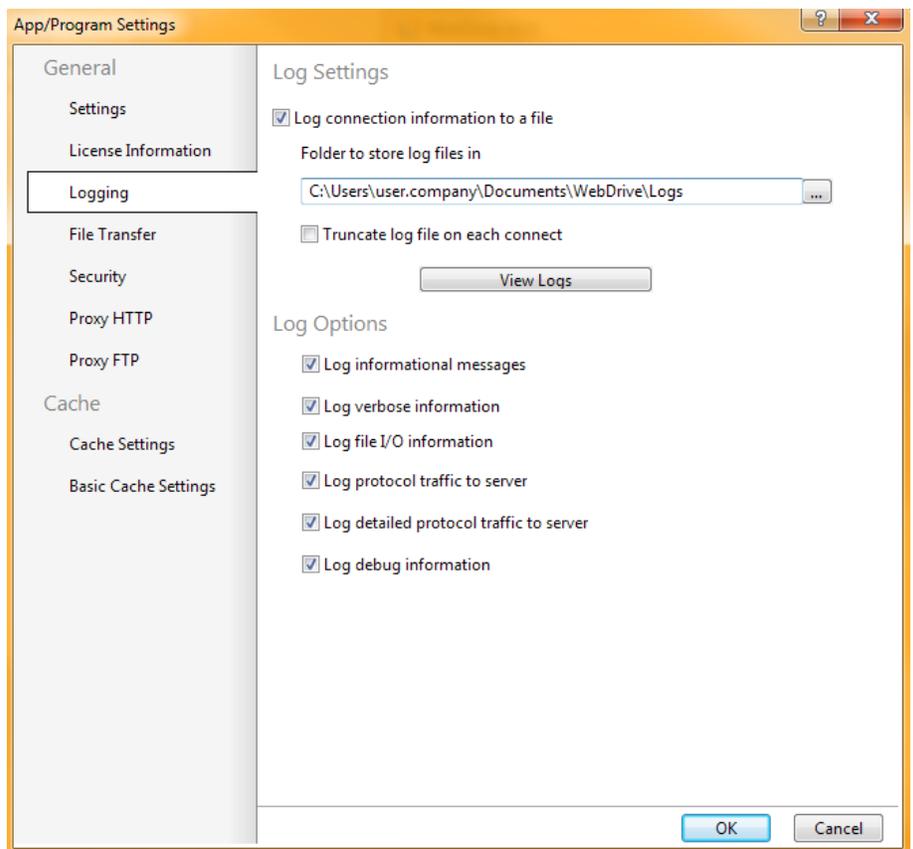


# WebDrive Logging

Within the WebDrive console, you can set several levels of logging. For routine logs, which may be temporarily stored or archived, a simple logging level is more appropriate. These logs are smaller, so don't take as many resources to create and store. However, verbose logging contains the highest level of detail on the processes going on in WebDrive, so they can show a more complete picture of a problem while trying to troubleshoot. A SRT support representative may ask for a debug log file, which is the most verbose log, if a complicated problem arises.

To generate and send a debug log file in WebDrive for Windows:

1. Disconnect the mapped drive in WebDrive (if it is currently connected).
2. Go to App Settings > Cache Settings and choose to "Clear Cache."
3. Go to App Settings > Logging and enable all logging options (check all boxes).
4. Connect the mapped drive in WebDrive.
5. Reproduce the issue.
6. Disconnect the mapped drive in WebDrive.
7. Go to App Settings > Logging > View Logs and attach the resulting log file to this email.



## About South River Technologies

South River Technologies (SRT) is an innovator in secure file management software. SRT software allows users to securely access, manage, and collaborate on files over the Internet, streamlining business processes to improve productivity. SRT's products enhance customers' existing applications by instantly enabling secure access and collaboration within those applications. More than 90,000 customers in 140 countries use SRT's software to make remote file access and collaboration more efficient for their customers, partners, and distributed workforce.

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