

To obtain support for AlertDispatcher, please copy, zip and email the following AlertDispatcher files and send to your AlertDispatcher vendor:

1). AlertDispatcher Logs:

a. Current Log Folder

The contents of the AlertDispatcher log folder: *C:\Program Files (x86)\AlertDispatcher\Log*

b. Archive folder

The AlertDispatcherServer.log (and other logs where applicable) in *C:\Program Files (x86)\AlertDispatcher\Log\archive* folder that contains the log when the error occurred.

Note:

- i. To identify which log to copy, please sort the files by date to and then open log file to verify that it contains the log when the error occurred.
- ii. As larger files take a longer time to open, log files are automatically copied to the archive folder when they reach 10MB in size.

2). AlertDispatcher Configuration:

Configuration Folder: *C:\Program Files (x86)\AlertDispatcher\Configuration*

3). AlertDispatcher Database File:

The database file: *C:\Program Files (x86)\AlertDispatcher\AlertDispatcher.db*

Note:

1. You can send to us emails with ZIP attachments of up to 25MB. If the attachment is too large, please break up the logs into separate emails or upload to a file sharing site such as box.com.
2. Please **DO NOT include any EXE or DLL** files in the ZIP as our email provider will block such emails. If in doubt, please feel free to check with us. Thank you very much.

